



QUALITY RESOURCE GROUP

Customer Service Representative within our Account Management Department

Quality Resource Group (QRG) is a customer-driven, single-source commercial printer, branded merchandise agency, and direct marketing firm tailored to meet our customers' business goals. We help our clients creatively and effectively to develop, deploy, and promote their brand and business. We turn clients into partners by consistently providing cutting-edge ideas, innovative technology solutions, first class customer care, and cost saving alternatives.

Our Account Management team owns our order process for print and branded merchandise from order entry to shipment. This is accomplished through relationships with our customers, vendors and sales team. This position plays a critical role in fulfilling our customer needs and ensuring customer satisfaction. This is a full-time (40 hours/week) Monday – Friday position. Candidate is extended the flexibility of working any of our 8-hour shift schedules between 8:00 a.m. - 6:00 p.m. central time. This position may occasionally require overtime. Position will be reporting to our Plymouth, MN Corporate office. However, we do offer a hybrid work model.

Responsibilities

- Provide quality service and support in a variety of areas, including, but not limited to placing orders, provide tracking information, maintaining the e-commerce platform, collaborate through Microsoft Teams and client visits.
- Communication with clients, vendors, and Sales Executives regarding status of projects and orders.
- Research promotional products, provide quotes, and present custom projects for clients.

Requirements

- Minimum 2 years previous customer service experience, preferable in the print and promotional industry.
- Strong computer/data entry skills are required. Must be proficient in Microsoft Office, with emphasis on Excel.
- Has the ability to build strong relationships with clients and suppliers/vendors alike.
- A positive can-do attitude, focused on providing the best customer service.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- A cooperative and pleasant demeanor, and the ability to be an effective member of a team.

Our Core Values

- Professionalism
- Perseverance
- Doing the Right Thing
- Caring
- Reliability