

Administrative/Customer Support Job Description

Position: Administrative / Customer Support

Drug Test/ Background Check: Yes

Type of Company: Print & Graphic Design Company

Hours per week: 20-40 **Schedule:** TBD

Rate of Pay: \$12 per hour to start plus performance based bonuses and raises .

Location: Stockton

Objective: We are a progressive Print & Graphic Design Company with an immediate opening for an administrative / customer support position. You will have contact with customers, vendors, and production people. We work in a fun, creative, rewarding atmosphere and are hard working and committed to our customers. Personable, efficient, organized and detail oriented nature is a must. Motivated individual who is a self-starter and able to balance multiple tasks. We are looking for an individual with spirit and motivation toward improving processes while focusing on positive customer experience and operational efficiency.

Job Scope:

- Communicate directly with customers on the phone, email and in person.
- Answer phones and be responsible for orders email box, handling email requests promptly and keeping mailbox organized
- Up-sell and cross-sell products to fit the needs of customers.
- Enter up estimates & invoices in our Print Management System
- Coordinate and schedule design and print related activities
- Issue Purchase Orders
- Daily bookkeeping (A/P and A/R)
- Collections

Qualifications:

- High-energy, self-motivated
- Strong organizational skills and detailed oriented, Ability to multi-task, and manage multiple concurrent projects
- Friendly, consistent, clear and positive customer oriented attitude.
- Excellent verbal and written communication skills, Team Player
- Time management and Strong computer skills
- Experience with Quickbooks a plus
- Prior printing/design experience or knowledge is a plus
- Applicants with a positive attitude and a strong work ethic are encouraged to apply. We have a preference for College graduates, but not mandatory

If the above description interests you, please bring the following to your SCAP-SE interview. Only those with the completed information will be considered for the position:

1. A resume

2. A cover letter letting us know who you are and why you want to work in a position detailed in the job description and anything that you feel we should know about you.

3. Detailed answer to the following:

1. You're working on three separate projects for two different managers in the office. All three projects are due for completion within 48 hours but you are concerned that you may only have time to get the largest project or the two smaller projects done in that timeframe. One manager has the large project and one of the smaller projects. The other manager has the other small project. Please tell us what you would do.