

Flexographic Prepress Customer Service Representative OEC Graphics, Inc. – Appleton, WI

The **Flexographic Prepress Customer Service Representative** is part of a team of experts, dedicated to innovation, working day after day to successfully translate graphics into well-known brands in the marketplace. In this role, the Customer Service Representative is responsible for the entering, estimating, tracking, the final QC approval and shipping of each job to ensure it meets customer delivery time and remains within budget of the approved estimate while making technical and job cost/pricing decisions as they arise with each account. The Customer Service Representative positively represents and promotes the OEC image and proactively provides solutions.

Status: Exempt

Essential Responsibilities:

1. Gather all necessary information from customers and vendors via phone, email, or fax to create a Work Order for each job in FileMaker.
2. Act as a liaison between the customer, vendor and productions staff; communicating the job specifications on the Work Order and any changes or revisions.
3. Creates Purchase Orders for any outside services contracted for a job.
4. Develops, organizes and maintains all customer and in house documentation for each job.
5. Provides accurate and competitive estimates to the customer.
6. Answers questions from the customer, vendor, and or production staff and proactively provide technical and workflow solutions.
7. Travels to customer locations, as needed, to attend job planning meetings and assist in the coordination or the workflow process.
8. Resolves customer concerns within established guidelines or escalates concerns to management and recommends solutions.
9. Manages the workflow of each job from the initial order to the final shipping of the job.
10. Understands technical aspects of OEC services available to customers.
11. Provides the final Quality Control check before approving and shipping out each job.
12. Invoices each job in a timely manner based on agreed terms and follows up with customers on any issues relating to the invoice.

Knowledge, Skills and Abilities:

- Solid understanding of industry.
- Solid communication skills, both verbal and written.
- Strong project management skills managing multiple projects, on budget and within established deadlines.
- Solid computer skills on Mac platform and working knowledge in Adobe programs.
- Ability to make sound business decisions to meet the needs of the customers and maintain profitability goals.
- Ability to work under pressure with deadlines.

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Education and/or Experience:

Bachelor's degree in Business, Graphic Arts or related field with at least 5 years of experience in customer service in flexographic prepress/packaging industry. Any combination of education and/or work experience will substitute for minimum qualifications.

It is the policy of OEC Graphics, Inc that all persons, regardless of race, color, age, sex, creed, sexual orientation, national origin, pregnancy, or handicap, be judged solely on their qualifications in employment matters. That includes, but not limited to, recruitment, hiring, promotion, transfer, training, compensation, and termination.

EOE/M-F