



Location for this position:

Johnson Plastics Plus
12450 Oliver Ave. South #100
Burnsville, MN 55337
www.johnsonplasticsplus.com

Title: Customer Service Representative- Trainer

Reports To: Customer Service Manager

Primary Purpose: Provide excellent customer service at every opportunity with a focus and motivation to meet/exceed sales goals and metrics. Focus on order entry and processing accuracy to ensure an excellent customer experience, all the while running the Customer Service Training Program, when needed.

Expected Attributes of Employees:

- Positive attitude with a high level of accountability, personal drive, ambition, integrity
- Competent in communicating directly and effectively throughout the organization
- High level of multi-tasking skills, with a strong attention to details
- Passion for continuous improvement in all aspects of the position and a personal drive toward positive results
- Demonstrated strong oral and written communication skills
- Balance issues emotionally and objectively.
- Ability to balance issues emotionally and objectively and empathize with other employee concerns

Qualifications:

- Associate's Degree or higher is preferred, but not required
- At least four-six years of customer service work experience working primarily on the telephone
- Some degree of leadership experience preferred but not mandatory
- Proficiency with Word, Excel, and Outlook. Ability to learn customized software and products quickly
- Excellent customer service skills using the telephone and email with courteous and customer-oriented etiquette. Demonstrated ability to build positive relationships with diverse types of potential or current customers
- Team-oriented customer service spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere
- Effective trouble-shooting and problem-solving skills

Primary Duties & Responsibilities:

In addition to CSR 1 and 2 responsibilities:

Delivering and Developing Content

- Delivering and facilitating of our new hire onboarding program, continuing education and refresher courses
- Take feedback and make adjustments to continue to improve the program and ensure alignment with organizational goals

- Assist maintaining and updating job aides for standard work.
- Maintain and update knowledgebase based on company changes, customer and team feedback

Collaborate Cross-Departmentally

- Identify training needs that impact Customer Service, evaluate and prioritize feedback
- Work with operations to gain understanding in new process changes
- Develop or update training if needed and communicate updates to team members and process problems to leadership

Document and Measure

- Measure and assess the training's effectiveness towards the desired goals and make changes as needed.
- Create and maintain training matrix and log, by role and identify cross training opportunities.

Model our Company Values

- Help team identify gaps and reduce waste from the work flow
- Assist agents in identifying the root cause of a problem and submit CI suggestions
- Encourage and support agent to play an active role in continuous improvement projects
- Model positive attitude and behaviors including approachability; speak positively about our customers, company and internal employees, be understanding and patient of different learning styles and personalities. Behaviors are in accordance with our policies and best practices.
- Interacting with learners by following the lean principles: Go seek, Ask why, Show respect and give constructive feedback.

Subject Matter Expert

- Stay current with Processes and Support Our Customers
- Work in Customer Service work flow 25% of your week
- Back up Customer Service Team as business needs arise
- Complete all other projects and tasks assigned by supervisor

At Rowmark and Johnson Plastics Plus, we are passionate about making our customers look great!

Rowmark proudly manufactures, markets and distributes of a wide array of innovative and quality products for our customers primarily in the awards, recognition and signage markets.

Founded in 1997, our company has developed into the leader in the markets we serve. Our state-of-the-art manufacturing, warehousing and distribution systems continue to be keys to our success.

As part of the Rowmark family of companies, Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. JPP strives to provide world class products and service to our customers every day with eight distribution points throughout the United States.

Rowmark is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.



Please send resume and salary requirements to: kwinner@rowmark.com