



**Title:** Customer Service

**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.

**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:**

Attitude

- Models positive attitude and behaviors consistent with our culture
- Models teamwork and collaboration across all departments
- Speak positively about our customers, company and internal employees.
- Takes ownership for work that crosses their desk
- Demonstrates a 'seek to understand' mindset
- Seeks feedback from others and is coachable

Serving our Customers

- Answer customer interactions promptly and pleasantly at all times – ready to assist the customer
- Answer customer questions within designated time frames



- Process and follow up on backorders, making sure customers are satisfied and alerted to any remaining issues
- Communicate effectively with customers on pertinent updates and issues ensuring follow-up is completed
- Ensure accurate and efficient order entry while following core processes
- Pro-actively manage held orders and other secondary tasks as assigned
- Proficient in customer service systems and processes

#### Solves Problems

- When encountering a problem takes ownership and works to personally solve it. If needed will share the problem with leadership along with bringing solutions forward
- Works to dig to root cause of issues and brings visibility to leadership
- Thinks creatively to solve problems and uses own judgement on deciding resolutions

#### Continuous Improvement

- Follow up on dissatisfied surveys and look for areas to improve our service
- Create visibility to issues and improvement opportunities
- Be proactive in your own continuation and self-improvement
- Seeks and is receptive of feedback on errors, best practices and overall improvement suggestions

#### Collaborate Cross-departmentally

- Coordinate and communicate relevant customer information throughout Johnson Plastics' departments, as needed
- Track and communicate competitive information as it is learned or observed with the Marketing Department

#### Serving our Team

- Fill in for co-workers as needed
- Complete written and verbal reports as requested
- Attend and participate in our daily huddles and meetings
- Be engaged in team chat rooms

#### Achieve results

- Adhere to interaction and quality standards
- Provide solutions to help customers succeed and grow JPP sales
- Act with a sense of urgency and work to find efficiencies in own work
- Handle workload in an efficient and productive manner

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**Johnson Plastics Plus** is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark brand, JPP strives to provide world class products and service to our customers each day through our distribution facilities located throughout the U.S.

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Johnson Plastics Plus 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](mailto:kwinner@rowmark.com)