

Position: Customer Service - Production Artist

Status: Non-Exempt Full Time

Starting Wage: \$ 17-21/hour DOQ

Hours: 8:00 am to 4:30 pm, M-F with 2 paid 10-minute breaks and 1 unpaid ½ hour break.



Maple Grove MN 55369 seeking an enthusiastic self-starter who is willing to work hard and keep cool under pressure. This is the perfect opportunity for a graphic or production artist with minimal experience to start a career path at a company focused on employee growth and customer satisfaction. This position entails setting up customer provided copy and logos for Hot Stamping, Pad Printing , Laser engraving, Sublimation printing, Heat transfers, Wide format digital printing, along with entering orders and contacting customers with art questions or to procure order authorization. We offer training and support to ensure your success. Benefits: 6 paid holidays, PTO up to 80-hours-year, Medical and Dental, retirement plan with waiting period of two-years.

Qualification and Skills

- Minimum two years' experience in product art or equivalent certification.
- Minimum two years customer service and data entry experience
- Ability to read, understand and follow Standard Operating Procedures (SOP)
- Proficiency with Corel Draw primarily, Adobe Creative Suite: Illustrator, and /or Photoshop.
- Demonstrated ability to understand and translate customer needs.
- Excellent written and verbal communication skills
- Strong organizational skills
- Detailed-oriented
- Prioritize and balance multiple tasks simultaneously
- Work effectively without close supervision
- Display a customer-oriented approach and a creative, positive outlook on all projects
- Work quickly and efficiently on varied orders for a range of customers
- Understanding hot stamping and pad printing a plus.
- Computer literacy Microsoft medium level
- Experience in telephone etiquette and protocol.
- Team player
- Experience with using and writing documentation FDA, ISO, OSA, Standard Operating Procedures (SOP) and/or Job Descriptions a significant plus.
- Mechanical aptitude a significant plus.

Detailed description follows:

Responsibilities:

- Receive and analyze customer artwork for usability, setting up existing art for proofing, creating artwork proofs for customers, and printing acetates as directed
- Become familiar with equipment and product line to layout jobs for accuracy and efficiency.

- Answer and redirect inbound calls on all lines. Check voice messages.
- Respond to inbound customer inquiries for information such as ship dates, or other existing order questions.
- Make outbound calls to customers to resolve order issues to customer satisfaction and obtain authorizations to proceed with orders.
- Enter, proof, and make all orders live. Fax orders for approval. Involves understanding and using accounting software in concert with contact management software to ensure accuracy of orders.
- Maintain superior level of accuracy while doing any work, particularly involving order management.
- Communicate with sales staff to verify all information is correct and clear up any missing information or inconsistencies on orders.
- Print and analyze open order report approx. 2-3 times a week. Let sales reps know when a follow-up is needed with a customer to get approval on an order. Including re-faxing orders to customers and calling house accounts for approval.
- Acquire knowledge of customer base for all companies. Understand and be able to use correct catalogs to complete orders and answer customer questions.
- Provide back-up support to office manager and graphics personnel as needed. Sales manager may also ask for assistance.
- Send literature as requested by customers or sales reps using current catalog request system. Including printing and updating literature for sales reps.
- Maintain file systems and daily filing tasks for all orders.
- Maintain office equipment. Example: fill printers with paper and toner, un-jam printers, etc.
- Maintain accurate customer records in all software systems, CRM, accounting and other programs as trained.
- Digital Equipment: Wide format digital printer, Laser, Substrate printer and heat transfer print. Prepare artwork and run jobs.
- Within 90 days of start date learn customer levels, price guide, product line, imprint specifications, production guidelines and shipping information in order to provide superior customer service.
- Perform other related duties in support of the Graphics Department as assigned by management.

Advancement Opportunities: DOQ and interests will train more extensively into any of the departments for further resume enhancement and growth within the company. UniversalPromo,Inc has a policy of hiring from within standards and policies.