



I n c o r p o r a t e d

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JOB OPPORTUNITY *(Part-Time or Full-Time)*

POSITION: Client Services Representative

GENERAL PURPOSE: Proactively build and maintain positive relationships with clients, provide top-quality products and services, and enhance processes and procedures for quality, efficiency, and effectiveness.

RESPONSIBILITIES:

- Perform all aspects of exceptional client services from initial contact through project delivery.
- Manage communications with clients to discuss project details, review options, provide estimates, confirm orders, provide proofs for approval, and ensure customer satisfaction from start to finish.
- Collaborate with co-workers to ensure jobs adhere to production schedules and quality control.
- Maintain accuracy of job specs and contact info in the company database.
- Process work orders and estimates in a timely manner.
- Proof work to help ensure accuracy and quality control.
- Help to maintain accurate and organized filing.
- Other duties as assigned.

QUALIFICATIONS:

- Team-oriented professional with excellent interpersonal and customer service skills.
- Outstanding communication skills and ability to anticipate the needs of customers.
- A self-motivated individual with a strong work ethic and critical-thinking skills.
- Ability to multitask, prioritize, and meet deadlines.
- Exceptional attention to detail with a high level of accuracy.
- Superior organizational and time management skills.
- Computer expertise in database management and word processing.
- Two-plus years of experience in customer-facing roles and project management.
- Background in graphics/print/mailing industry a plus.
- High school diploma. College degree a plus.

NOTES: Part-time —OR— full-time opportunity available immediately. This is not a remote or hybrid position. Competitive wage and benefits. Fast-paced, well-organized, team-oriented production environment. Professional development and training available depending on candidate's abilities, interests, and availability, and the growth of Howard Printing. Equal-opportunity employer.

TO APPLY: Please complete and submit Howard Printing's job application form, which can be found online at <https://www.howardprintinginc.com/about-us/careers/> or can be mailed upon request or picked up in person.