



ALPHA
IMPRESSIONS
One Source - Many Solutions

Quality & Service Since 1978

alphaimpressions.net

Customer Care Associate

EXEMPT: No

REPORTS TO: Lead Customer Care Associate, Vice President

SUMMARY: Provides personalized, efficient, and effective service to Alpha Impressions clients. Our goal – to exceed expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following and other duties as assigned:

- Provide customer service via phone and email. Greet customers (smile -- in person and on the phone), identify customer needs, and provide a solution while determining how to exceed the customer's expectations.
- Provide superlative, detailed and timely support to our Management, other Customer Care Associates & Sales Teams.
- Accurately enter data, review artwork, process orders and create/maintain customer accounts utilizing our Management Software (e-Quantum, et. al.) and other software packages.
- Research and identify new products for customers by request from customer, Sales Team and/or management.
- Monitor and track current orders from order placement through fulfillment to ensure accurate and timely delivery to customers.
- Create and maintain daily task lists to ensure timely completion.
- Effectively budget time and work flow to ensure optimum results and maximize efficiency.
- Effectively communicate with other customers, vendors, Customer Care Associates, Management and any other office and accounting and staff.
- Operate copiers, fax machines and all other office machines in a safe, efficient and productive manner.
- General housekeeping duties.
- Other duties as assigned, which may include answering phones, processing internet, warehouse/inventory management and shipping orders.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: 6 months – 2 years customer service experience in a retail environment (preferred); computer experience highly desirable. Experience within the printing, promotional products, screen printing, and/or embroidery industries is desirable.

Language Skills: Ability to use tact and diplomacy to maintain harmonious relationships with customers and other Team Members in person, over the phone, and via written mediums such as fax transmittals, e-mail, letters, and the like.

Other Skills and Abilities: Ability to sit for extended periods of time. Manual hand dexterity required to operate computers, copiers and file.