

JOB DESCRIPTION			
Job Title	CSR	Job Level	Employee
Job Purpose	<p>The role is responsible for achieving and surpassing all sales and profit targets established, by maintaining the highest standards of selling skills, product knowledge and professionalism.</p> <p>This position serves as the primary contact for external customers; responsible for ensuring the highest quality service and customer experience from beginning to end.</p> <p>Providing product and service information; attending to customer requests and queries; appropriately communicating customer requirements to the Production team and effectively relaying pertinent production feedback to the customer.</p>		
Reports to	Sales and Marketing Manager – SCRIP-J Division		
Direct Reports	NA		
Department	Sales		
Division	SCRIP-J		

MAJOR ACCOUNTABILITIES
<p>SALES & REVENUE GENERATION</p> <ul style="list-style-type: none"> • Interact with customers on estimates and jobs • Ensure an excellent customer experience • Provide regular/repetitive sales service • Increase customers lifetime value and increase sales by keeping them happy, up-selling and actively inquiring about new opportunities, seek referrals, and engage in networking activities • Follow up on sales leads and quotations • Provide telemarketing activities to develop assigned sales leads • Attend customer visits with the Business Development Manager to build relationships • When necessary and deemed urgent, make customer visits • Report daily on customer interactions and quotation follow ups <ul style="list-style-type: none"> ▪ Ensure all Customer Opportunities and Activities are entered into CRM ▪ Communicate effectively with customers, and other departments concerning customers' requirements

- Learn and understand each customer's need, wants, buying patterns, discounts preferences, etc
- Receive calls from customers concerning orders, queries and problems and address accordingly
- Check voice mail, email and any other communication methods
- Regularly throughout the day and immediately return calls to customers
- Seek information from customers that may lead to other sales opportunities
- Provide information/update estimate status control on PACE
- Understand, document and communicate accurately all estimates, Printed Bid Requests and Export Data Sheets with the relevant estimator
- Ensure the correct delivery information is obtained from the customers to be entered on the job ticket
- Accurately document pertinent communication with customers and Production staff regarding changes to job requirements in PACE
- Ensure all documents requirements are met and duly signed – quotations, purchase orders, change orders
- Accurately review proofs and digilines either before submitting to the customer or as final approval
- Understand each customer's relationship needs and expectations and be flexible enough to meet them without compromising personal and/or Company standards
- Follow-up on quotations prepared and with the objective of securing an order
- Follow through on orders processed to ensure customer received goods and is satisfied
- Meet with assigned Business Development Manager to set goals and review work
- Prepare for all Sales Meetings and Coaching Sessions
- Maintain a professional demeanor at all times, even in the face of severe pressure
- Speak well and maintain a professional appearance
- Exhaust all avenues before telling customers that their orders cannot be delivered on time
- Keep the Company informed about sales problems in the market along with competitive activities
- Advise the Company of sales opportunities in the market for products other than those currently stocked by the Company
- Keep all catalogues and prices up to date
- Manage credit and collections of assigned accounts
- Work closely with the Accounts department on Collections and Credit Approvals to reduce the collection period
- Make recommendations for ways to improve the company's overall level of effectiveness and efficiency
- Buy-out coordination
- To perform any other duties as assigned by the Manager

PRODUCTION

- Communicate effectively with customers and production staff concerning customers' requirements
- Understand the Estimating, Costing and Planning processes
- Understand, document and communicate to Estimating, Order Entry and Shipping (both local & foreign), the customers' requirements and specifications including quantity, quality, schedule and delivery and any other items of relevance to the job
- Interact with scheduling on delivery requirements
- Document all communication with production staff regarding changes to job requirements
- Understand the characteristics of Products including:
 - Product types
 - Page sizes
 - Paper / raw material types
 - Colour capabilities
 - Display systems
- Understand the capabilities of each piece of Machinery including:
 - Input signature or sheet sizes
 - Output signature or sheet sizes
 - Input signature thickness

HEALTH & SAFETY

- At all times pay special attention to and promote workplace safety
- Ensure physical environment is kept clean

It may be necessary, due to exigencies that may arise, to perform duties other than those normally falling within your ambit.

QUALIFICATIONS

- Five (5) CXC O' Levels inclusive of English Language and Math
- 1 -3-year Sales and Customer Service experience with a proven, successful track record of results
- Associate Degree in Business Management or related field is an asset

BEHAVIOURAL COMPETENCIES

- Exceptional Customer Service skills
- Excellent communication skills both written and verbal
- Good leadership skills
- Be highly skilled at handling many issues and functions at the same time
- Be able to prioritize many items in a realistic sequence
- Ability to influence others and manage change



- Excellent team working and interpersonal skills
- Ability to self-manage, work independently and meet deadlines

WORKING CONDITIONS

- Office environment

PHYSICAL REQUIREMENTS

- May be required to lift light items for delivery to the customer

Please submit applications to hr@bsgl.biz

Deadline date for submission is October 12, 2022