

**CUSTOMER SERVICE REPRESENTATIVE (PRINT SHOP)**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in a BOCES Print Shop and involves responsibility for planning and carrying out customer service activities for member schools. The work is performed under the general supervision of the Print Shop Supervisor, in accordance with established policy. Considerable leeway is permitted for the exercise of independent judgment in carrying out work assignments. Supervision is not exercised over subordinate staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Answers customer questions and attempts to resolve problems;  
Ensures customer satisfaction;  
Transmits proofs and estimates, and does follow up;  
Ensures that customers meet schedules for submission of copy and return of proofs;  
Keeps informed of status of jobs so that customer questions can be answered readily;  
Assists customers in planning jobs, offering ideas on design, layout and bindery, and arranges meetings with production staff to proceed;  
Obtains customer authorization for additional costs, including overtime rush charges;  
Obtains accurate customer deadline dates, and advises print shop staff whenever copy or proofs will be delayed, or when dead-lines must be changed;  
Reports on customer satisfaction with quality and services;  
Types routine correspondence, form letters and non-technical materials from rough draft or corrected copy;  
Greets visitors and salespeople, determines the nature of their business, and directs or assists them accordingly;  
Receives telephone calls, takes and relays messages concerned with customer service activities;  
Collects, sorts and distributes mail, messages and related materials;  
Distributes internal forms for use in gathering job data, costs and time information;  
Sets up and maintains manual and computerized files;  
Schedules appointments, processes correspondence on own initiative or routes to others to handle;  
Requisitions materials and supplies for office, and generates purchase orders for some materials;  
Runs computer-generated reports and statements to be sent to customers;  
Obtains job cost information for purchase orders, job tickets, vendor invoices and employee time sheets.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of modern office terminology, procedures and equipment; good knowledge of business arithmetic and English; working knowledge of printing and graphics arts; ability to develop and install efficient office methods and procedures; ability to understand and interpret written material; ability to understand and carry out oral and written directions; ability to maintain accurate office records and prepare reports; ability to provide customer service and advice and meet dead-lines; ability to secure the cooperation of others; ability to deal effectively with the public; ability to keyboard at an acceptable rate of speed; ability to perform prolonged fine finger movement; clerical aptitude; good judgment in solving consumer problems.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree in business administration, business management, graphic arts, advertising and design, secretarial science, or a closely related field **AND** one (1) year of customer service experience in the layout and design of printed and graphics art work and related record-keeping activities, which shall have involved keyboarding; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma **AND** three (3) years of experience, as outlined in (A) above; **OR**
- C. An equivalent combination of training and experience as defined by the limits of both (A) and (B) above.

**NOTE:** Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.