

Location for this position:

Johnson Plastics Plus

2840 E. Mohawk Lane #103

Phoenix, AZ 85050

www.johnsonplasticsplus.com

Title: Customer Service Representative

Reports To: Customer Service Manager

Primary Purpose: Provide excellent customer service at every opportunity with a focus and motivation to meet/exceed sales goals and metrics. Focus on order entry and processing accuracy to ensure an excellent customer experience.

Expected Attributes of Employees:

- Positive attitude with a high level of accountability, personal drive, ambition, integrity
- Competent in communicating directly and effectively throughout the organization
- High level of multi-tasking skills, with a strong attention to details
- Passion for continuous improvement in all aspects of the position and a personal drive toward positive results
- Demonstrated strong oral and written communication skills
- Ability to balance issues emotionally and objectively and empathize with other employee concerns

Qualifications:

- Associate's Degree or higher is preferred, but not required
- At least four years of customer service work experience working primarily on the telephone
- Proficiency with Word, Excel, and Outlook. Ability to learn customized software and products quickly
- Excellent customer service skills using the telephone and email with courteous and customer-oriented etiquette. Demonstrated ability to build positive relationships with diverse types of potential or current customers
- Team-oriented customer service spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere
- **Must be fluent in Spanish**

Primary Duties & Responsibilities:

- Answer telephone and email messages promptly and pleasantly at all times – ready to assist the customer.
- Ensure accurate and efficient order entry. Communicate effectively with customer on issues or potential issues with orders. Process and follow up on backorders, making sure customers are satisfied and alerted to any remaining issues.
- Answer customer questions within designated time frames. Coordinate and communicate relevant customer information throughout Johnson Plastics' departments, as needed.
- Track competitive information as it is learned or observed. Communicate it appropriately with the Marketing Department.
- Complete written and verbal reports as requested.
- Attend meetings and fill in for co-workers, as needed.



- Travel as necessary for the position. (customer visits, tradeshow, product training, educational seminars, etc.)
- Complete all other projects and tasks assigned by supervisor.

Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark family of companies, JPP strives to provide world class products and service to our customers every day with eleven distributions points throughout the United States.

Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: kwinner@rowmark.com