



Job brief

The CSR Associate provides great customer service that earns loyal relationships and profitable business. As a partner with our sales team, they offer exceptional sales support with their knowledge and personal attention. Together with their salesperson(s), they make a competitive team that is customer driven to generate repeat orders and new revenue streams.

The CSR works within our Order Flow System to manage orders efficiently and successfully. They develop supplier relationships, which provide extra support when needed. The CSR takes personal accountability for expediting shipments that meet or exceed our customer's expectation.

The CSR Associate must interface well with our sales representatives and suppliers to create profitable solutions and good feelings. They lead by example. Their actions and decisions encourage those who work with them to be dedicated to our vision, mission and values.

Responsibilities

- Customer Care and Great Sales Support
- Take charge of customer problems, vendor errors and shipping discrepancies by responding the same day with profitable solutions.
- Communicate and escalate order issues before problems occur.
- Develop and cultivate positive salesperson partnerships with proactive support and personal attention to show you care and reinforce you're a team
- Perform other duties as assigned by the President/Manager from time to time.
- Process Submitted Orders Using Our Order Flow System Within 24hrs
- Review Submitted Orders for properly formatted artwork, completeness, accuracy, delivery timeline and acceptable margin. Any job that is found to be noncompliant should be returned to pending and Sales Representative notified immediately by Job Tracker e-mail detailing the issue that must be resolved so job may be processed.
- Create and Send Purchase Order (s) and Artwork to Vendor (s) (Alert Accounting and Sales Representative Immediately if unable to process an order due to Past Due Balance or Credit Limit Exceeded by Job Tracker e-mail)
- Generate backorders as needed
- Edit Follow-up Date and Job Tracker with detailed notes as needed so anyone viewing the Job Tracker is well informed and understands current state of job.
- Track Orders To Ensure On Time Shipping using the Job Tracker

- Contact Vendor to confirm receipt of order/art and obtain ESD, tracking # or proof status and document in order tracker and manage Follow-Up Date
- E-mail Order Acknowledgement to Customer once ship date provided by Vendor
- Document tracking # including carrier and e-mail Shipping Confirmation to Customer immediately upon receipt
- Properly schedule Follow-up Dates for special action orders (Critical or Critical Rush) to ensure on-time shipment and expedite or escalate as applicable.
- Process vendor acknowledgments/proof approvals on the same day received.
- Follow up with vendors for invoices within 48 hrs after an order has shipped so BI customer is billed in a timely manner and BI can take advantage of rebates by paying our vendors within outlined terms
- Edit Purchase Order, Sales Order and Job Description Header as needed to match Vendor Invoice (i.e. Quantity and Cost) to ensure customers billed accurately, and repeat orders produced correctly.
- Ensure Job Tracker is completed daily (i.e. no records found)
- Product Knowledge and Supplier Relations
- Build relationships with supplier reps
- Review supplier catalogs and learns product knowledge to quickly provide product ideas and lead-time
- Primary Interactions:
- Personal, phone and email contact with suppliers, Regional Sales Managers, Creative Department, Merchandising and Accounting.

Competencies

- Familiarity with Microsoft Windows and Office Suite (specifically Word and Excel.)
- Strong written and verbal communication skills.
- Ability to work effectively in both an individual and team setting.

Benefits

- Medical/Dental/Vision
- 401k
- Short & Long Term Disability
- Flexibility and Work Life Balance
- Birthday off
- Onsite Fitness Room
- Fitness reimbursement

About PromoCentric

Founded in 2000 PromoCentric is a full-service promotional marketing agency that builds brand awareness and brand equity through innovative ideas to get our client's logo top of mind.

PromoCentric provides creative solutions that make our clients happy by saving them time and money. Our goal is to deliver managed promotional branding solutions from concept to delivery. Our revenues and employee counts have grown year over year for over a decade. We are looking for growth-minded employees to help continue that trend into the next decade.

Core Values

Our core values are the heart of our business. These principles guide all company actions and serve as its cultural foundation. Our core values will set the tone of our organization. They will be the underlying foundation and character of our business and the people in it.

1. **Motivated** - Having a strong desire to do well or succeed. Employees are Driven, Enthused, Ambitious and Goal Focused.
2. **Self-Improvement** - Consists of activities that develop a person's capabilities and potential. Employees are willing and able to learn from others. They have knowledge and awareness of duties and a curiosity that leads to continuous improvement.
3. **Accountability** - A culture of accountability, where employees can make decisions and are encouraged to take ownership. Creating an accountability culture is to recognize that wherever you are in the organizational chart, you encourage others to hold you accountable.
4. **Professional Positivity** - A positive attitude and open mind facilitates integration and the building of positive relationships. Our employees can exhibit professional businesslike behaviors with a positive attitude. This reduces stress and boosts productivity.
5. **Genuine-Honesty** - Behaving in a way that is honest, sincere and genuine. Our employees are able to be fair and kind while being transparent, candid and honest.
6. **Persistence** - Persistence refers to perseverance despite fatigue or frustration. Our employees are hard working, tenacious and determined.