



# Customer Service Representative

## Job Description

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**Division/Department:** Print/Sign

**Location:** Shpshewana, IN

**Reports to:** Print Production Manager

**Interfaces with:** Managers, Designers

### Who We Are

At LaGwana, we hold to the Christian principles we were founded on. We seek to serve our customers and community with top quality service in all that we do. In offering many different services, our creativity is allowed to shine through as we help our customers move their businesses forward.

### Job Role Summary

This full-time role acts as a liaison between customers and the production/service departments of LaGwana. We are looking for an enthusiastic individual who is comfortable working in a fast-paced environment with constant shifts and changes. You will need a genuine love of people to talk with customers and advocate for the customer. Attention to detail and problem solving is a way of life here.

### Key Responsibilities / Tasks

- Serve our production department customers as well as being a backup for the publications department as needed.
- Manage large amounts of walk ins, calls, faxes, and emails.
- Project manage for each order.
  - Identify and assess customers' needs to achieve satisfaction.
  - Verifying final product is what the customer wants/ordered.
  - Provide accurate, valid, and complete information from the customer for production.

### Personal Skills / Qualities

- Strong organizational skills.
- A positive outlook on life that doesn't seek to place blame on others.
- Ability to follow standard operating procedures.
- Self-motivated and able to work independently as well as on a team.
- Ability to prioritize and manage time effectively.
- Enjoys interacting with people and has a friendly demeanor.
- Good communication skills needed for regular interactions between various parts of the company as well as customers.

- Willingness to help where needed.
- A discerning eye.
- Able to type and have knowledge of computer use.

### Technical Skills / Knowledge

- A degree is not required for this position.
- Strong phone contact handling skills and active listening is critical.
- Must have an ability to prioritize and manage time effectively.

### Physical Demands / Work Environment

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to effectively communicate through speaking, listening, and typing. The employee frequently is required to stand and walk as well as lift up to ten pounds.

The main duties of this job are performed in an office setting. Overtime may be required on occasion.