**Customer Service Representative**

**Location:** Ballybrit Upper Industrial Estate, Monivea Road, Galway, Ireland

**Position:** Full Time

**Role:** Candidate will partner with the production and sales team to ensure customer satisfaction is maintained and identify opportunities for new business.

**Responsibilities include but not limited to:**

* Answer inbound phone calls and monitor email account
* Review customer orders and enter into billing system prior to sending to production
* Greet, handle, process and manage walk in traffic business
* Check incoming deliveries/packing slips
* Initiates client follow up on orders to ensure customer satisfaction
* Support sales team including generating reports and notifications of customer issues regarding upcoming orders, special deliveries, billing and other general questions
* Conducts outbound sales calls to clients to inquire about opportunities for account growth
* Provide backup for production department as needed
* Other duties as assigned

**Qualifications:**

* Excellent customer service skills both over the phone and in person
* Microsoft Office skills
* Good organizational skills

To apply for this position please email your CV to:

jobs@standardprinters.com