Customer Service - Printing Industry

Remuneration:	negotiable cost-to-company
Location:	Cape Town, Epping Industria
Education level:	Matric
Job level:	Mid
Type:	Permanent
Company:	[Clarion Printed Products](#)

A well-established digital printing company in Epping, Cape Town invite applications for a level customer service/production coordinator preferably from a retail print background to administer key account logistics and campaign implementation. **Previous experience in printing (digital, screen and litho) manufacturing and finishing processes is essential.**

Responsibilities:

- Receive production requests and prioritise accordingly to meet deadlines
- Read, process, comprehend, and follow the detailed written and verbal instructions of the customers prior to starting the job to assure the job is done correctly and to clients satisfaction
- Work with production staff and sales staff to ensure customer expectations are met
- Manage account services through quality checks on client products and follow-up with timeous communication
- Coordinating delivery schedules, arranging collections, installations of products and services

Required:

- **Previous experience in Printing (Digital, Screen and Litho) manufacturing and finishing processes essential.**
- Aptitude to learn quickly
- Must be able to multi-task
- Must be able to work independently
- Excellent written and communication skills
- Strong customer service skills
- Detail oriented, organised, and deadline-driven
- Must be able to work extended hours to meet campaign deadlines if necessary is non-negotiable
- Previous project management experience will be an advantage
- Must have driver's licence and own transport

Posted on 23 Apr 10:37, Closing date 22 Jun

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Caroline Currie
caroline@clarion.co.za

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