



## ***Digital Customer Service Representative***

We like to say O'Neil Printing is the "oldest start-up" in Arizona. A long-standing iconic brand with 113 years in the making, O'Neil started as a commercial printer and is transforming to a tech leaning company with print solutions expertise. We are fueling our growth through technology, automation and innovative solutions. This includes a focus on dynamic print solutions, large format signage and lifecycle/direct marketing. Located in Phoenix, Arizona, O'Neil has a brand-new state of the art facility that is sure to Impress.

### ***Summary***

We are seeking a Digital Customer Service Representative (CSR) who will be a key member of the O'Neil Direct support team serving as the primary liaison between O'Neil Printing and our O'Neil Direct clients. O'Neil Direct is an industry-leading customized web-to-print and fulfillment solution that allows our Enterprise clients to order print on demand marketing collateral in addition to shipping branded products and print materials from inventory. The Digital CSR's primary role is to effectively manage O'Neil Direct customer requests and print jobs from inception to completion. Additional functions include assisting with maintenance activities and providing back up support for O'Neil Direct storefronts. This position reports through the Client Technology Specialist up to the VP of Sales.

### ***Role & Responsibilities***

- Serve as primary liaison between O'Neil Printing and O'Neil Direct clients answering questions, resolving issues, placing on-demand orders
- Conduct client communication via phone, email and occasionally in person as needed
- Ensure delivery of required O'Neil Direct client reports to internal partners
- Monitor and process incoming O'Neil Direct POD (Print On Demand) and versioned jobs from all O'Neil Direct Storefronts based on defined service level expectations; ensure service level agreements are documented and updated as needed; create required work tickets; prepare jobs for printing; ensure job schedules are documented and updated as needed; conduct EOD job status monitoring to ensure jobs have been completed per documented schedule
- Serve as a direct liaison between Sales, Account Management, and the O'Neil Direct Fulfillment Team. Assisting with internal issues and support requests
- Collaborate with O'Neil Direct Team to complete O'Neil Direct storefront maintenance including add/modify users, locations, cost centers, groups, products, and reporting
- Perform other duties as assigned



## **Competencies**

The Digital CSR must be an organized and customer-oriented communicator who can deliver platform centric solutions directly to our customers. The Digital CSR will work directly with clients to implement customized O'Neil Direct solutions that meet client specifications and schedules.

### Requirements:

- Knowledge of print production and specifications
- 2-3 years of client facing customer service experience
- Personable and professional e-mail and phone cadence
- Ability and technical aptitude to learn and use various software platforms
- Ability to work independently with minimal supervision
- Ability to develop, sponsor, or support the introduction of new and improved methods, products, procedures, or technologies
- Ability to maintain a consistently high level of attention to detail
- Ability to comprehend complex technical topics and specialized information
- Microsoft proficiency (Outlook, Excel, etc.) preferred

This is a full-time exempt position. Normal days and hours of work are Monday through Friday, 7:00 a.m. to 4 p.m. Additional hours may be required at times to meet client deadlines and to complete additional workloads.

### O'Neil Printing offers excellent benefits including:

- Comprehensive health, dental and vision benefits
- Paid Time Off
- ESOP (Employee-Owned Stock Program)
- Training and Development
- 401K Plan

For additional information or questions, please contact [careers@oneilprint.com](mailto:careers@oneilprint.com)