

# Join the Team at

FDC Graphic Films Inc. is a Master Distributor and Converter of films for the graphics industry. Products include wide-format digital media, digital over laminating films, digital banners, textile media, sign and heat transfer films. The company offers some of the best-known brands including FDC, 3M, RTape and ASLAN. The Company sells exclusively through distribution in the US and Canada. FDC is known as the industry leader in Service, Selection and Reliability.

Our achieved growth and continued success comes from having top talented individuals who want to Be Part of the Vision...Be Part of the TEAM!

## Customer Service Representative (CSR)

**Location:** South Bend, Indiana

**Employment Type:** Full Time Regular

**Manages Others:** No

**Schedule:** 9:30 am to 6pm

**Travel:** 0%

**Base Pay:** \$14.00

Send resume to [employment@fdcfilms.com](mailto:employment@fdcfilms.com)

### Job Description:

- Receive, review, enter orders in ERP system. High volume order entry
- Enter quotes, claims and other transactional data
- Respond to customer inquiries related to product availability, order tracking, price requests, on line chat service. High volume email orders
- Answer incoming customer calls, emails or chats regarding billing issues, product problems, service questions and general client concerns. High volume customer intake calls
- Provide support to sales team and customers for sample and literature needs
- Initiate customer calls and email contact for sale of company specials and product launches
- Coordinate leads with marketing and field sales for business prospecting, information sharing & samples
- Process RMAs and credits
- 2 hour print time of incoming customer emails
- Cross train to perform all critical CSR functions
- Enter requests for: pricing, samples, literature
- Customer follow ups: product inquiries, samples, returns & credits
- Work with supervisor to stay updated on product knowledge and be informed of any changes in company policies

### Core Competencies:

- Ability to develop internal and external relationships
- Tenacious, conscientious effort to follow up on customer details
- Data entry speed and accuracy
- Effective at managing multiple tasks at one time
- Work independently towards agreed upon goals

### Knowledge and Skills:

- Previous success in a customer service role.
- Proficient communication skills; ability to write and communicate ideas clearly and concisely
- Effective in communicating over the phone and engaging with customers
- Demonstrated organization skills and consistent achievement of daily deadlines.
- Proficient in Microsoft Office including Excel, Word, PowerPoint
- Ability to learn new systems and follow standard operating procedures
- Previous experience working with distributors and or knowledge of graphic arts or sign industry a plus
- Knowledge of selling process

### Qualifications and Requirements:

- 1-2 years' previous experience in an inside sales, telemarketing or customer service role required
- High school diploma/GED required (Associate or BS degree in a business-related field preferred)

EEO/ADA

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