



Please submit your application via email (careers@fenway-group.com) with your name and prospective position in the subject line. We will review your information and get back to you!

Client Services Representative

Responsible for taking incoming jobs from sales staff and processing the order through the internal systems of the company and providing support for sales.

Responsibilities

- Providing outstanding customer service through both oral and written communications.
- Maintain existing customer relationships and work to create new customer relationships.
- Prepare and process quotes, orders, and sample requests.
- Communicate fully with internal and external customers and follow-up promptly with quotes, requests, orders, and other tasks.
- Work with all stakeholders, such as sales representatives, administrative staff, production staff, suppliers, and customers on orders and projects, including pricing, technical specifications, and meeting deadlines.
- When appropriate, advise customers on best strategies to achieve their desired outcomes.
- Learn and be able to communicate with internal and external customers about graphic communication, including but not limited to design principles, printing processes, paper options, and postal specifications.
- Other duties as assigned.

Qualifications

- Communicates well with the public in a professional manner
- Self-starter who can work independently
- Outgoing
- Customer Service experience preferred
- Adept with using a computer and experience in the Microsoft Office suite of software, including Excel
- Experience with ERP and CRM systems preferred
- Ability to think quickly and solve problems
- Attention to detail is a must

Benefits: Health and Dental, 401k with Employer Match, Paid Holidays, Paid Time Off

Job Type: Full Time, Part Time, 1st or 2nd Shift

Thank you for your interest in joining the Fenway Group team!