

Job Posting



Customer Service Representative

About Us

The Ovid Bell Press, Inc., of Fulton, MO, (www.ovidbell.com), in business since 1924, is a full-service printing company of short-to-medium run periodicals, magazines, and journals. The OBP has been built on a strong foundation of honesty, integrity and printing excellence. We continue to operate with the same principles this company was founded as a subsidiary of Walsworth Publishing, Co. since 2012.

Position Description

Current opening for a **CUSTOMER SERVICE REPRESENTATIVE** on the day shift from 8:00 am – 4:30 pm. This job is responsible for providing excellent customer service in a professional and respectful manner, resolving product or service problems by clarifying the customer's complaint, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.

Responsibilities

- Document and communicate effectively with customers, sales representatives, manufacturing, and outside vendors concerning customer requirements and specifications
- Accurately and thoroughly complete job tickets and other supporting documentation; interact with all departments to ensure conformance to planned requirements
- Monitors work in process for quality; reports progress to the customer; inform both the sales department and the customer of any problems associated with the job
- Recommend potential products or services to customer to ensure smooth flow through production process
- Build sustainable relationships of trust through open and interactive communication
- Demonstrates basic knowledge of estimating/costing/planning/scheduling
- Demonstrates basic knowledge of prepress/pressroom/bindery/mailling/shipping
- Performs other duties as assigned

MINIMUM QUALIFICATIONS

- Minimum of two years' experience in customer service
- Strong phone contact handling skills and active listening
- Must have a working knowledge of computer systems with good input and typing skills
- Ability to multi-task, prioritize, and manage time effectively
- Excellent interpersonal skills, work as a team member, and ability to respond to different types of personalities
- Excellent attendance record

What We Offer:

Health Insurance (PPO or HDHP with an HSA that company contributes to, Dental, Vision), Company-paid Short-term/Long-Term Disability and Life & AD&D, Voluntary Supplemental Insurance, AFLAC, 401K, Birthday off with pay, Paid Vacation, Sick Days, Paid Holidays, Profit-Sharing.

How to Apply

Please submit your resume to hr@ovidbell.com or by fax to 573-642-9383.

You may also fill out an application on-site between hours of 8-4, M-F at 1201 Bluff Street, Fulton, MO 65251.

Compensation is commensurate with experience and accompanies a competitive benefits package. *OBP is an equal opportunity/disability/veteran employer.*