



1300 West Washington Street  
 West Chicago, IL 60185  
 (630) 876-6763  
 www.eagleflexible.com

<b>Job Title:</b>	Customer Service Representative	<b>Job Category:</b>	Customer Service
<b>Reports to:</b>	Customer Service Manager	<b>Location:</b>	West Chicago
<b>Position Type:</b>	Full-Time	<b>Travel Required:</b>	N/A
<b>Number You Supervise</b>		<b>Date posted:</b>	April 15, 2010
<b>Daily:</b>	N/A	<b>Posting Expires:</b>	June 30, 2010

Job Description
<p><b>Role and Responsibilities</b></p> <p>Eagle Flexible Packaging is a rapidly growing provider of printed flexible packaging. Fast paced environment demanding high levels of communication via phone, email, and regular mail correspondence. Professional communication skills, follow through, and responsiveness with a sense of urgency is critical to delivering the desired customer experience. Customer Service Representatives must be detail oriented and be accountable for the accuracy of the information provided to production.</p> <p><b>Specific Duties</b></p> <ul style="list-style-type: none"> <li>- Create estimates and/or update estimates for existing customers as needed.</li> <li>- Be the customer liaison for all communication after sales have turned over the order.</li> <li>- Enter Sales order and create order confirmations.</li> <li>- Retrieve signed order confirmations and signatures on Terms and Conditions of sale.</li> <li>- Coordinate and be the central point of communication regarding graphics and prepress work including the return of the signed proof for production.</li> <li>- Create job jackets and other necessary paperwork and details for production to accurately fulfill orders.</li> </ul> <p><b>Desired Outcomes/Results</b></p> <p>Thank you letters and customers praising our company for how well we worked with them. The customer service position plays a key role in providing our customers with a positive experience. Our goal is for every customer experience to be a positive one.</p> <p><b>Education, Knowledge and Skills Required/Preferred</b></p> <ul style="list-style-type: none"> <li>▪ Bachelors degree preferred.</li> <li>▪ Proficient in Keyboarding/Typing (High level of email correspondence and data entry).</li> <li>▪ Proficient in Microsoft Office Suite, (Word, excel, etc.).</li> <li>▪ Good vision &amp; color correct.</li> <li>▪ Must be somewhat mechanically inclined and able to read a ruler and interpret measurements.</li> <li>▪ Good general math skills.</li> <li>▪ Friendly personality that our customers are excited to do business with.</li> <li>▪ Fast on feet &amp; graceful under pressure.</li> </ul> <hr style="border-top: 1px dashed black;"/> <p style="text-align: center;"><b>Submit your resume and cover letter to:</b> <a href="mailto:mnuno@eagleflexible.com">mnuno@eagleflexible.com</a> or fax (630) 876-6773;            Subject line should contain the title of the position you are applying for.</p>



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**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	