

Customer Service Representative/Project Coordinator

Who We Are:

SmithBates began in Klamath Falls in the 1920's and has been in continuous operation for 100+ years. We have a longstanding legacy of finding creative marketing solutions for businesses of all shapes and sizes, both locally and across the country. We're a small team that knows how to have fun and work hard. We're service oriented and go above and beyond to serve our customers. As our tagline says: "We make you look *really* good!" If you're a team player who loves working with others to reach goals, find creative solutions, enjoy the world of marketing and printing, and understand the need for everybody to do their part to achieve success, then you're just the person we're looking for.

Role and Responsibilities:

We are looking for an organized, energetic, and positive individual to fill our customer service position. In this role, you will be primarily responsible for providing customer service to business clients and assisting with on time execution of projects.

Duties include:

- Customer relationship management:
 - Answering phones
 - Monitoring incoming email requests
 - Communicating project status with clients via email and phone
- Project coordination:
 - Job order entry
 - Working with sales leads, graphic designers and the production team to ensure projects are executed on time
 - Overseeing promotional Items for clients
 - Gathering quotes from vendors
 - Working with customers to review product options
 - Coordinating with vendors to fulfill client projects
 - Tracking project progress
- Supporting needs of SmithBates team members:
 - Graphic design
 - Website updates

Qualifications and Education Requirements:

- Customer service experience
- Ability to manage many tasks efficiently and diligently
- Highly organized

Preferred Skills:

- Graphic design or web development experience is a plus
- Proficiency with customer relationship management or job ticketing systems
- Job costing and data collection
- Attention to detail
- Team player
- Willingness to step in and help where needed to ensure clients' needs are met

How to Apply:

Email your cover letter and resume to online@smithbates.com or apply in person at 537 Northern Heights Blvd., Klamath Falls, OR.