



Customer Service & Account Manager

Oliver Inc. is seeking a Customer Service & Account Manager for its Massachusetts facility. The primary role of this position is to provide support to the Sales department and to retain and service Oliver accounts.

Responsibilities:

- ✓ Acquire technical knowledge of Oliver's current products and services and new product lines and services as they are introduced.
- ✓ Develop and maintain open communications throughout the customer connection, including daily contact regarding orders, follow-up, samples, estimates, and any other customer requests.
- ✓ Present new ideas and solutions to solve customers' needs including developing and consulting on customer strategies.
- ✓ Create and generate quotes (job estimates) and provide to sales and customers as requested.
- ✓ Create job layouts from experience, past layouts, and input from manufacturing managers.
- ✓ Manage and build relationships with customers independently on projects and extended programs.
- ✓ Interface with internal departments to drive the process, secure information needed; coordinate order information and handle all customer requirements for a project or job.
- ✓ Provide customer samples, obtain approvals, and delivery date confirmation to customers.
- ✓ Provide existing and potential customers with plant tours and be available for press okays and offsite customer visits. Request and obtain customer approvals on manufacturing and/or color samples.
- ✓ Monitor approvals via purchase order (PO), purchase order confirmation (POC), and/or e-mail confirmation.
- ✓ Receive and process orders in ERP system; provide information concerning pricings, samples, changes, shipping, etc., and perform contract review.
- ✓ Monitor and update open sales orders, finished goods inventory, and open orders for billing reports.
- ✓ Follow up on lead activity; may solicit sale of new or additional services or products.
- ✓ Refer complaints of product or service failure to appropriate departments (QA/Sales) after initial investigation; obtains relevant information, disposition and samples; enters complaints in ERP.
- ✓ Audit the customer experience via surveys and/or follow-up phone calls and put forth every effort to keep customers happy and satisfied.

Qualifications:

- ✓ General knowledge of printing and customer service and the skill necessary to understand and perform related work routines of some difficulty with the ability to multi-task while exercising sound judgment in a high-volume and fast-paced environment
- ✓ Five or more years of experience in a customer service/sales environment
- ✓ Graphic arts background is desirable.
- ✓ Strong mathematical skills
- ✓ Past experience with a CAD software platform such as Artios CAD is a plus.
- ✓ Proficient in Windows, Word, Excel, and ability to learn new computer systems
- ✓ Ability to assist in account and strategic planning
- ✓ Ability to travel to customer's location during the day as well as occasional overnight travel when necessary



OLIVER INC.

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