



MERGING **PRINT & DIGITAL** SOLUTIONS

Reprodux. (<https://www.reprodux.com>) is a Mississauga-based print and digital solution company and has been in the industry for over 40 plus years. During this time, we have been committed to providing the highest quality prints and digital services available, personalized sign design and fabrication services to our customers with our technical innovation and hard work. We are now hiring a highly skilled and customer focused **Senior Customer Service Representative** to join our team.

### **Responsibilities:**

- Manage large amounts of inbound and/or outbound calls in a timely manner.
- Identify customer needs, clarify information, research every issue, and provide solutions and/or alternatives based on job specifications/requirements.
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by going the extra mile.
- Work with clients on job specifications, job materials, timelines, and installations.
- Pay close attention to details, instructions and manage projects while following proper production procedures (set-up, quality control, and finishing).
- Estimate and prepare price quotes for customers to understand.
- Excellent communication written/verbal.
- Follow Communication procedures, guidelines, and policies.
- Multitask in a high stress environment.

### **Job Requirements:**

- Must have more then 3 to 5 years experience in the Digital Print industry.
- Problem solving and resourceful (find best/alternative solutions).
- Self-starter and fast learner who can adapt to an ever-changing environment.
- Advanced computer skills.
- Advanced Mathematics skills. - Experienced with both imperial and metric measurements.

#### **Head Office**

1120 Brevik Place  
Mississauga, ON L4W 3Y5



905-673-2000 | 1-800-769-2443



[www.reprodux.com](http://www.reprodux.com)



**Locations Across the GTA & Ontario | Partners Across North America**



- Experience in Large/Grand Format Print industry.
- Pleasant phone manner and demeanor i.e., good listening skills, patience, understanding and friendly.
- Ability to interact, communicate and present ideas and alternatives to clients.
- Solution finder.

Hours: Monday to Friday 9:00 am to 6 pm  
Full Time – Permanent

Address: 1120 Brevik Place  
Mississauga, Ontario  
Please send resumes to Michelle -  
mraven@reprodux.com

