

Locations for this position:

Johnson Plastics Plus
9240 Grand Avenue South
Bloomington, MN 55420
www.johnsonplastics.com

Title: Sublimation Printer Technician/Customer Service

Reports To: Sublimation Sales Manager

Primary Purpose: Provide technical assistance and excellent customer services (primarily over the telephone) regarding sublimation equipment, printable materials and/or related process troubleshooting.

Expected Attributes of Employees:

- Positive attitude with a high level of accountability, personal drive, ambition, integrity
- Competent in communicating directly and effectively throughout the organization
- High level of multi-tasking skills, with a strong attention to details
- Passion for continuous improvement in all aspects of the position and a personal drive toward positive results
- Demonstrated strong oral and written communication skills
- Ability to balance issues emotionally and objectively and empathize with other employee concerns

Qualifications:

- Associate's Degree or higher is preferred, but not required
- At least two years of customer service work experience; preferred experience offering technical assistance to customers; experience with the sublimation and/or printing process is a plus
- Experience with design software (Corel Draw, Adobe Suite, Quark, RIP software *or related graphics programs* knowledge) required. Proficiency with Word, Excel, and Outlook. Ability to learn customized software and products quickly
- Experience in electronics or computer repair experience a real plus
- Excellent customer service skills using the telephone and email with courteous and customer-oriented etiquette. Demonstrated ability to build positive relationships with diverse types of potential or current customers. Willingness to do what is necessary to take care of the customer.
- Team-oriented customer service spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere

Primary Duties & Responsibilities:

- Answer telephone and email messages promptly and pleasantly at all times- ready to assist the customer
- Operate and troubleshoot printers and other printing equipment
- Talk with customers on the telephone or in person offering technical support by answering questions and giving directions on how to resolve issues.

- Work in graphics software (Corel Draw, Adobe Suite, Quark, RIP software or related graphics programs) to operate printing equipment. Assist customers with questions regarding related software that affects printing operations
- Communicate effectively with customer on issues or potential issues with orders. Follow-up with customers to ensure that they are satisfied
- Answer customer questions within designated time frames. Coordinate and communicate relevant customer information throughout Johnson Plastics' departments, as needed.
- Track competitive information as it is learned or observed. Communicate it appropriately
- Complete written and verbal reports as requested.
- Travel as necessary for the position. (customer visits, tradeshow, product training, educational seminars, etc.)
- Complete all other projects and tasks assigned by supervisor.

Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark family of companies, JPP strives to provide world class products and service to our customers every day with eleven distribution points throughout the United States.

Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: kwinner@rowmark.com