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## ABOUT US

Shelton Turnbull is a local 100% employee-owned company. We strive to be a healthy, growing company with a loyal customer base for whom we provide a wide variety of communication and printing services to meet their strategic goals. We do this by honoring our core values: Passion, Integrity, Continuous Improvement and Teamwork. We offer a competitive salary with very good benefits.

## EMPLOYMENT OPPORTUNITY

### Customer Service Representative – Eugene

Shelton Turnbull, a regional leader in commercial printing, mailing and promotional items, seeks a perfect fit for a Customer Service Representative. The selected candidate will be responsible for order entry, customer follow-up, customer and employee communications, and proficiency in MS Office products.

This position will respond to customer needs, work closely with the production plant, and support a healthy, fast paced work environment. You will be a true standout at this position for taking care of our client needs.

We can teach you the skills, we can provide the knowledge, you just need the talent to learn our business and have excellent communication skills. The needed talents are passion, highly organized, attention to detail, positive attitude, and a willingness to do what is needed to take care of our customers.

## SUMMARY OF JOB DUTIES AND AUTHORITY

- Support Account Managers in meeting our sales goals
- Works with customers to identify their product needs, offer solutions and quotes
- Answers customer questions and assures on time delivery of products
- Produce accurate job tickets for production
- Promptly respond to all customer inquiries

## QUALIFICATIONS

- Exceptional customer service skills & attention to details
- Effective written and verbal communication skills
- Able to multi-task and keep up with a constant high demand workload
- Works with minimal supervision
- Independent decision making
- Strong organizational skills
- Problem solving skills

### Physical Requirements

- Able to communicate effectively with clear diction
- Be on-site on a full time basis
- Use a computer for many consecutive hours per day

**Qualified candidates please submit resume and cover letter at [jobs@stprint.com](mailto:jobs@stprint.com)**

*posted January 3, 2019*