



Service and Support Representative

ABOUT ID LABEL INC.

Since 1994, ID Label has been one of the nation's leading manufacturers of custom, variable-information barcode labels. Our solutions are used by thousands of global organizations to keep their businesses moving with efficiency, speed and accuracy – critical requirements today, driven by rapid growth in e-commerce sales.

JOB BRIEF

ID Label's Service and Support team is an important touchpoint with our customers and employees, and a strong reflection of our commitment to quality, service and solutions. We strive to offer world class service every day.

ID Label seeks an energetic representative to work in our Service and Support Department. You will work closely with our team of sales representatives to process orders daily, prepare correspondence and fulfill customer needs to ensure timely and complete satisfaction. This requires strong attention to detail and daily orchestration with colleagues to meet the demands of each custom order.

This position has a high degree of visibility and responsibility, as it is part of our front-line team that acts as a liaison with current and prospective customers.

It is based at ID Label's headquarters in Lake Villa, Ill. No travel required.

Primary Duties and Responsibilities

- Receive and process sales orders daily. Coordinate manufacturing scheduling with the production department.
- Communicate order status or developments to customers verbally or by email. Keep sales representatives informed.
- Update and maintain customer data in the company's ERP system or with accounting personnel.
- Initiate change-order communications with production, scheduling and purchasing in accordance with department policy.
- Process repeat sales quotes/proposals.
- Run daily shipping reports and send customers tracking from previous business day.
- Assist, as needed, with general office administration – filing, maintaining organized filing system, archive management.

- Answer and respond to customer telephone calls and voicemails promptly.
- Participate in department and company improvement projects.
- Meet deadlines, prioritize company assignments and maintain professional composure under pressure and changing conditions.

Qualifications and Minimum Requirements

- Two-year associate's degree in business or marketing preferred. High school diploma or equivalent required.
- Working knowledge of computers, keyboard functions, and the internet.
- Proficiency in MS Office package with an emphasis in Word, Excel, and Outlook.
- Ability to comprehend customer's written instructions, specifications, contracts and purchase orders.
- Capable using sound judgment and reasoning to resolve customer-related issues within established parameters.
- Display strong interpersonal skills, including written and verbal communications as well as listening.
- Ability to work in a goal-oriented environment and succeed.

BENEFITS

All ID Label employees enjoy a wide range of benefits, including robust medical and prescription drug coverage, paid time off and a generous 401(k) and profit-sharing plan. Compensation is competitive and commensurate with experience.

Send resume and cover letter to careers@idlabelinc.com