

Premier is currently seeking an experienced, print industry

## **Customer Service Representative**

### **SUMMARY:**

The Customer Service Representative is the communication link between our clients and the production of their work in our facility. They facilitate the flow of information to ensure their jobs are handled with an attention to the details and a commitment to excellent quality and on-time delivery to meet or exceed client expectations.

### **RESPONSIBILITIES:**

- Communicate via email and phone with clients to provide information, answer questions and facilitate smooth order delivery through the shop. This includes:
  - Data entry of orders and customer information
  - Emailing customers regarding outstanding proofs, approvals, missing information etc.
  - Advise and upsell clients on features that can improve their jobs
  - Gather all the details needed for production to ensure docket is thorough and complete.
- Manage client accounts
- Review client PDFs, assemble proofs, review proofs and prepare them for shipment
- Fill out RFQs and gather previous docket information
- Work with sales team to provide outstanding service to our clients
- Maintain good organization in the department
- Other tasks as assigned

### **THE SUCCESSFUL APPLICANT WILL:**

- Possess strong organizational and time management skills
- Demonstrate strong keyboarding ability and similar digital environment proficiencies
- Demonstrate a keen attention to detail





- Demonstrate a strong desire to serve internal and external customers
- Communicate effectively both verbally and in writing
- Demonstrate a desire to learn and grow professionally

#### COMPENSATION:

- Commensurate with experience and skill set

#### WHAT WE HAVE TO OFFER:

- Full-time Employment
- Health, Dental & Vision Care
- Life insurance, AD&D coverage and Short & Long Term Disability Insurance
- On-site parking
- Company events

#### SCHEDULE:

Monday - Friday 7:00am - 3:30pm  
Overtime may be required.

#### HOW TO APPLY:

Submit your cover letter and resume to:

Ted Gortemaker  
VP – Operations  
1 Beghin Avenue  
Winnipeg, MB R2J 3X5  
Email: [jobs@premier.ca](mailto:jobs@premier.ca)

Applicants should respond by email to Ted on or before October 10th, 2025.

Only applicants of interest will be contacted for an interview.

