

## Customer Service – Graphic Communications

Strata Company provides integrated marketing solutions combining digital, web and print into successful marketing campaigns. We have concentrations in the food and healthcare industries, primarily in the B to C space. Strata Company has been twice named to Philadelphia's list of 100 fastest growing companies.

We are seeking talented team members to help contribute to the next phase of our business growth. Successful candidates will be well organized, have excellent follow up, and be able to establish strong rapport with existing clients.

Strata Company seeks a Customer Service Representative who will be responsible for gathering and facilitating the flow of information and assets between the customer and our internal resources. This position will monitor the status of client work and proactively seek out information needed to complete projects in a timely manner.

This exciting and fast-paced position requires:

- ◆ Ability to manage multiple projects/clients at once under tight deadlines
- ◆ Ability to multi-task in a fast-paced environment
- ◆ Ability to stay on top of and effectively communicate the latest customer/production changes that impact the completion of projects

The successful candidate will be detail oriented and work well under pressure, as well as have the following qualifications: **(Only Qualified Candidates will be considered)**

- ◆ Two years plus of Customer Service experience is required
- ◆ Strong organizational skills and be detail oriented
- ◆ Demonstrated ability to handle multiple tasks
- ◆ Strong written and verbal communication skills
- ◆ Previous printing and/or graphics industry experience
- ◆ Proficient with MS Office Suite, Internet and E-mail; ability to learn new software as needed
- ◆ Clear understanding of common industry software applications and terms

Send cover letter and resume with salary requirements. EOE M/F/D/V

To learn more about the Strata Company, check us out at [www.gostrata.com](http://www.gostrata.com)

*Other search words: customer service, client services, printing*