



## Job Posting

**Job title:** Account Representative/Customer Service Representative

**Location:** Pala, CA (*Tribal Training Print Source*)

**Application Deadline:** Open until filled

**Compensation:** Minimum of \$23/hour. DOE

**Benefits:** *\*Paid Holidays \*Rich Medical, Dental & Vision \*Generous Vacation & Sick \*401(k) Match*

**Status:** Full Time/Regular position

## Job Summary

This is a customer service centered position that performs all duties required to understand print requests, prepare price estimates and sales orders. This position interacts with a variety of customers from retail to resale, local and national Tribal entities intaking print requests and seeking new business.

This position serves as the customer point of contact and manages communications of assigned projects for the entire order, from inquiry to estimates, order processing, and delivery.

## Essential Functions

1. Communicate in a timely and professional manner to customer inquiries and requests.
2. Develop client relationships by providing excellent communication between client and TTPS staff.
3. Prepare print job estimates under the supervision of the Lead Account Rep/CSR and Assistant Director by gathering proposals, specifications and related documents.
4. Conduct competitive bidding, procurement, price negotiations and budgeting.
5. Research and price print materials and promotional products, contact vendors to obtain pricing.
6. Follow through and maintain the job workflow process from initial estimate through revisions, through final sales acceptance, order processing, and delivery.
7. Intake and assist with all internal SCTCA print orders.

8. Work closely with the TTPS team to understand shop capabilities and capacities while preparing a job quote and sales order.
9. Other duties as assigned including but not limited to, light bindery duties (folding, sorting, collating) and general office work.

### **Job Requirements and Qualifications**

*Education:* Minimum High School Diploma or equivalent. Associate degree preferred.

*Experience & Requirements:* Minimum of 1 years (3 years preferred) commercial print industry experience either as an estimator or customer representative.

- Good understanding of the print industry, sales, and production workflow is required.
- Previous print and promotional product estimating/sales are preferred.
- Experience using Ordant or printing estimating and order management software are preferred.
- Knowledge of local tribes and programs preferred.
- Experience using QuickBooks and Microsoft Excel are a plus.
- Some graphics knowledge and experience are a plus.

*Skills:* Excellent verbal and written communication. Strong customer service. Attention to detail. Highly organized. Able to accept direction from supervisors and work independently when needed to meet deadlines.

*Physical:* Typically requires sitting for extended periods of time. Lifts and moves objects on occasion weighing up to 35 pounds with assistance. Primarily an indoor office environment.

*Conditions of Employment:* Candidates are required to successfully complete a background check and drug screening.

### **Other Information**

In addition to the essential duties listed above the Account Representative/Customer Service Representative is expected to:

1. Communicate regularly with supervisor about department issues. Must possess excellent communication skills both orally and in writing.
2. Demonstrate efficient time management and prioritizes workload daily.
3. Consistently report to work on time prepared to perform the duties of the position.
4. Demonstrate tact and a high level of professionalism due to the sensitive and highly confidential nature of the position.

## About Our Company

The Southern California Tribal Chairmen's Association (SCTCA) is a multi-service non-profit corporation established in 1972 for a consortium of 25 federally-recognized Indian tribes in Southern California. The primary mission of SCTCA is to serve the health, welfare, safety, education, cultural, economic and employment needs of its tribal members and enrolled Indians in the San Diego County urban areas. A board of directors comprised of tribal chairpersons from each of its member Tribes governs SCTCA.

## How to Apply

**Preferred method: Apply online at <http://sctca.applicantpro.com/>**

- A. Apply in person and submit a **completed Application for Employment with a resume** to the Human Resources office\*, located at 11475 Nejo Rd. Bldg H. Pala, CA 92059. \*Office subject to closures.
- B. Fax a **completed Application for Employment and resume** to 760-742-8610.

Note: The Application for Employment can be found at [www.sctca.net](http://www.sctca.net), under the “Careers” link.

## Next Step in the Process

1. If you are selected to move forward, you will be emailed an online assessment.
2. If you are not selected, you will receive a denial email.

*Note: These emails could possibly go to the spam folder, so please check there as well.*

## SCTCA IS AN “AT-WILL” EQUAL OPPORTUNITY EMPLOYER WITH NATIVE AMERICAN PREFERENCE

To be considered under Native American Preference, you must **submit verification of Tribal affiliation with your application.**