

PACCESS is searching for a Customer Support Representative to manage workflow and projects in our Packaging Business Unit through direct customer contact. Projects will be primarily for a major building materials retailer.

Successful candidates will have at least 3-5 years of previous project management and customer service experience in addition to experience in packaging services and/or branded products with overseas manufacturing operations.

The sales representative will be working on-site at a client's headquarter office in Atlanta, Georgia and may also work from a home office intermittently. Some travel may be required. Our headquarters are in Portland, Oregon and we have regional offices throughout Asia.

PACCESS offers a comprehensive benefits package in addition to a competitive salary.

Please email your resume to resume@paccessglobal.com.

www.paccess-packaging.com

POSITION TITLE: Customer Support Representative
REPORT TO: Director, Solution Services
DEPARTMENT: US Project Implementation
REVISED: November 2009
JOB CODE: 2096

PURPOSE:

In this role as a representative for assigned accounts, the individual is responsible for all aspects of project management to include planning, execution and finalization while providing ongoing customer service to the client as well as developing working relationships that enhance the PACCESS value position and performance ratings.

ESSENTIAL FUNCTIONS / MAJOR RESPONSIBILITIES:

- Manages selected existing accounts to ensure adequate customer service, operations flow and communication. Stabilize and expand relationship with these accounts/ partners.
- Monitors customer's requirements to attain high level of customer satisfaction and to foster a positive relationship. Works closely with sales and other

internal departments to process and follow up on orders, resolving problems and ensuring optimal customer service.

- Direct and manage project development from beginning to end. Responsible for all project related data and accuracy for all assigned accounts.
- Effectively communicate project status, expectations and deliverables to team members and stakeholder in a timely and clear fashion.
- Develop full-scale project plans and associated communications documents.
- Identifies opportunities, creates profiles, and establishes contacts within assigned accounts or region to facilitate the development of profitable business and sustainable relationships.
- Responsible for assisting management with requests for data analysis.
- Keeps Sales and Account Managers informed of any issues that would impact their client relationships.
- Arranges and manages work outsourced to service providers including translation agencies, designers and outside testing laboratories.
- Monitors and manages customer inventory to reduce risk of obsolescence.
- Provides assistance and/or back up to Sales Account Managers as requested.
- Perform other related duties as required or assigned.
- Coordinate global projects with fluid work schedule
- Located on site at customer's headquarters
- Subject to customer's approval

SCOPE

The successful incumbent works independently with general supervision; receives assignments in objective oriented terms and makes recommendations for process improvement. Extensive communications with internal and external contacts occur on a regular basis. Responsible for motivating and utilizing all available resources to achieve objectives and efficiency.

SUPERVISION EXERCISED:

NONE

ESSENTIAL REQUIREMENTS OF POSITION:

- Four year degree from accredited University with some management experience.
- 3-5 years industry experience with involvement in customer service, packaging, and/or supply chain services.
- Excellent written and oral communications. Proven ability to clearly and effectively communicate both in writing and in person.
- Cooperative team player.
- Familiar with business practices and packaging concerns of multinational companies with overseas OEM or JV production facilities and global distribution needs.
- Proven knowledge and application of project management techniques and tools.
- Proven ability to multi task and prioritize responsibilities. Must possess the ability to manage workload in a fast paced environment with competing demands and shifting priorities without compromising quality of work product.
- Strong attention to detail and accuracy is essential.
- Proven ability to collect and perform analysis of data.
- High level of personal and organization integrity
- Customer service focused (Quality Service, Delivery)
- Ability to think logically about processes and procedures
- Can work independently, make decisions, define expectations and accept accountability
- Ability to manage and function within cross-cultural environments.

- Must be assertive and tactful while persuading global team members to act in a timely fashion. Not afraid to hold others accountable.
- Excellent interpersonal and decision making skills. Proven creative problem solving skills.
- A history of following multiple tasks to completion.
- A background in customer service.
- Demonstrated positive attitude, self-motivated, team player.
- Must have demonstrated strong conflict resolution skills.
- Excellent PC knowledge (Word, Excel, PowerPoint, MS Project).
- Understands the basics of packaging and/or print processes

- Some travel may be required for coordination of activities and business development.

PREFERRED KNOWLEDGE/SKILLS/ABILITY:

- Accredited four year degree from a University in packaging engineering, packaging science, or related studies is preferred.
- Print production or package manufacturing experience
- Global sourcing experience