



Customer Service Executive

Salary: Up to £24,000 - £26,000 per annum (depending on experience)

Hours: Full Time

Start Date: ASAP

Location: Lincoln

Visual Print and Design is an independent, award-winning commercial printer and design company with offices in Lincoln and Glasgow.

We have a vacancy for a Customer Service Executive based at our Lincoln office. This is an exciting time to join a fast-growing and innovative company where your role will involve maintaining good relationships with customers, and bringing ideas to life through print.

Job description

As our Customer Service Executive, you will help us build good relationships with customers to secure repeat business and upsell where possible. You will also be required to produce estimates and work alongside operations to manage print jobs from concept to delivery.

Key Responsibilities

- Listening to customer requirements and presenting exciting ideas to convert orders
- Producing print and design estimates via our MIS system
- Developing relationships with customers
- Working alongside operations to manage print jobs
- Responding to incoming email and phone enquiries
- Representing the company at trade exhibitions and events (when required)
- Resolving customer complaints by investigating problems and developing solutions

What we can offer you:

- Training and personal development
- Live Like Loyalty (a local discount membership app) with money off at local businesses
- Social activities and teambuilding days
- Flexible working for medical appointments and childcare
- Pension Scheme

The ideal candidate will have:

- Experience working in a customer service role (ideally in a creative industry)
- A confident and determined approach
- Be able to work both independently and within a team environment
- Excellent verbal and written communication skills
- Proficient computer skills

Knowledge of both the printing/design industry and MIS systems would be a distinct advantage,

however full training on our internal systems will be given.

Please send your CV with covering letter by email to:

graham@visualprint.co.uk

Or by post to:

Graham Hunstone,
Visual Print and Design Ltd,
Unit 1 Checkpoint Court,
Lincoln, LN6 3PW