



# ReThink Labels

Corporate Office: 2419 E. Winston Rd., Anaheim, CA 92806

ReThink Label Systems, a Labeltronix company, builds on the long-standing reputation of Labeltronix as a source for top quality label printers. Founded in 1993, Labeltronix staked its claim as a reseller of Zebra label printers and a provider of printing essentials such as print heads, ribbons and blank labels.

Co-located at Labeltronix' headquarters in Anaheim, Ca. ReThink Label Systems is proud to branch out by adding best-in-class color printers to its product line. That opens doors for branding, easily identifying shipments by color-coded labels, and improving processes. Due to advancements in technology for on-demand color label printing, we see great opportunities to help customers produce labels with a color quality that were never possible before.

Working for RLS will give you the autonomy and support you need to take your career to the next level and beyond. If you are an energized individual with a passion for supporting a customer service and sales environment, then join the RLS team and be a part of the growth.

Here's what we provide our employees:

- Competitive hourly pay
- Paid Vacation and Sick days
- Life Insurance
- Short- and Long-Term Disability Insurance
- 401K Plans
- Profit sharing
- Medical, Dental, Vision Insurance
- Promotions within

**The Customer Service** is responsible for supporting service & sales customers and prospects. They will assist customers in a quick paced, high volume environment by engaging with customers, assessing needs, managing expectations, maintaining internal and external lines of communication and practicing responsive problem solving.

The Customer Service will also be responsible for becoming highly knowledgeable in technical services and label printer product lines. The Customer Service will take incoming service calls, manage service dispatch. Take inbound prospect calls to perform lead qualification and move the prospect through the sales funnel until they have reached a qualified lead score to be sent to Sales Person. Responsible for assisting the sales person by providing samples including printing of sample and other sales collateral to the prospect as needed. Management of service contract renewals will also become a responsibility for the SS coordinator.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Special projects and other duties may be assigned as needed.

## **ESSENTIAL RESPONSIBILITIES:**

### **Sales**

- Follow up with all new prospect inquiries to perform a lead qualification
- Follow up with new prospects from tradeshows
- Take inbound calls from new prospects interested in Ink Jet Label Printers
- Print any samples needed for new prospects
- Work new prospects through the sales funnel until qualified to send to a Sales Person
- Assist customers with website navigation and artwork upload
- Assist Marketing and Sales team with preparing and sending sales collateral



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## Service

- Responsible for coordinating, creating and managing all field service calls daily.
- Schedule and distribute field service calls to Field Technicians
- Inform technicians of type and location of work to be performed and dispatch technicians.
- Routinely schedule service calls according to status of account and urgency (prioritize calls)
- Direct tech support calls to Technical Support
- Responsible for communicating active and pending service calls to customers.
- Return customer phone calls and e-mails in a timely manner.
- Manages the schedule/calendar of service calls and estimated time required on each job.
- Complete each work order in Microsoft Navision (NAV) by logging notes on the status or solution for the call, entering the billing lines and "Finishing" the work order for Accounting to bill.
- Quote/Order parts needed for service calls/return calls.
- Manage service contract renewals, send renewals to customer, follow up and process approvals.
- Maintain a good working relationship with customers, and technicians

## **EXPECTATIONS:**

- Ability to learn a new job in a fast pace/on the job environment
- Ability to remain professional at all times
- Ability to work with quick deadlines in a fast-paced environment
- Provide regular feedback on ways to improve processes
- Provide recommendations and feedback to management regarding operational capabilities and limitations
- Accuracy in high volume work environment
- Efficiently able to Multitask and organize work flow
- Follow procedures/work instructions well
- Be detail oriented
- Functions effectively under stress and non-stress situations
- Maintain a very organized, clean, and safe work environment
- Build and maintain internal customer relationships.
- Capable of working in PC/Windows environments
- Participate in a continuous learning environment
- Possess a cooperative, team attitude
- Have strong dedication and good work ethic
- Adjust to new objectives as necessary
- Keep up-to-date on industry knowledge
- Understand the importance of customer needs for both internal and external customers
- Be receptive to feedback
- Contribute to overall sales & service goals

## **QUALIFICATIONS:**

- Thorough knowledge of Microsoft Office applications (Word & Excel)
- Bachelors degree or equivalent desirable
- Account Management/sales skills desirable
- Strong interpersonal skills.



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- Strong communications skills
- Self-discipline, the ability to work alone.
- Experience with Windows based computers programs.
- Ability to effectively present information and respond to questions.
- Ability to calculate figures and amounts, such as discounts, percentages and proportions.
- Ability to apply common sense understanding to carry out instructions furnished in written or oral form.
  
- Ability to deal with problems involving several concrete variables in standardized situations.

## **EDUCATION and/or EXPERIENCE:**

- College degree or equivalent is preferred
- Adobe Illustrator or Photoshop experience a plus.
- 1 year in a label printing operation a plus.