



**Date:** June 20, 2018  
**To:** All Roastar Employees  
**Subject:** Job Posting - Customer Service Representative

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The following posting will close at 4:00 PM, Thursday, June 28, 2018.  
Applicants will be notified of their status by Thursday, July 5, 2018.

Roastar management will review the credentials of all qualified internal applicants. *Only the most qualified applicants will be interviewed.* It is not guaranteed that all opportunities will be filled by internal candidates. The best candidate may be from outside the Company, which is determined by the specific nature of the job.

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**POSITION SUMMARY:** The Customer Service Representative will not only provide customer service, but also provide a direct link between customers and product solutions. Working with all Roastar departments, the Customer Service Representative will coordinate technical and product information, order entry, order details and follow-up on orders and trials.

**WORK SCHEDULE:** Full-time position (non-exempt), Monday - Friday, 8:30 am - 4:30 pm, or as assigned by the Customer Service Manager. Overtime as business and project demands require.

**ESSENTIAL RESPONSIBILITIES:**

- Follow all Company safety policies and safety procedures in order to maintain a safe work environment.
- Follow all Company policies, rules and regulations.
- Act as a professional representative of Roastar at all times.
- Interact with external and internal customers through oral and written communications, including face-to-face and phone conversations, as well as emails and other written documents.
- Provide price quotations, technical information, inventory status and shipping and invoicing information to customers as requested.
- Receive purchase orders and turn them into sales orders.
- Enter corrective action documents and follow-up as necessary.
- Provide general sales support as requested.

**POSITION REQUIREMENTS:**

- High school diploma or General Education Degree (GED) required.
  - Customer Service or Sales experience required.
  - Experience in pre-press, graphic arts or printing environment desired.
  - Excellent communication skills, including written and interpersonal.
  - Strong math skills.
  - Strong organizational skills.
  - Advanced computer skills, including Microsoft Office Suite and ability to learn Company-specific systems.
  - Willingness to be a team player.
  - Good record of job performance, attendance and punctuality.
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Please submit a Job Posting Application to:  
Vicki Tessmer, Senior HR Generalist, Roastar  
[vicki.tessmer@roastar.com](mailto:vicki.tessmer@roastar.com)



**JOB POSTING APPLICATION**  
**Customer Service Representative**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

What is your current position?

\_\_\_\_\_

Please list other positions you have held at Roastar and/or Wausau Coated Products, Inc.

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Why are you interested in this position?

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\_\_\_\_\_

Can you perform the essential functions of the job for which you have applied? If not, please explain.

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\_\_\_\_\_

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What skills do you have that would enable you to excel in this position?

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As an employee, what would your supervisor say your three strengths are?

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\_\_\_\_\_

\_\_\_\_\_

As an employee, what would your supervisor say your three weaknesses are?

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Why are you interested in leaving your current job?

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\_\_\_\_\_

**JOB POSTING APPLICATION**  
**Customer Service Representative**

Check the most appropriate level of your computer experience:

	None	Beginner	Intermediate	Proficient
Word	0	0	0	0
Excel	0	0	0	0
E-Mail	0	0	0	0
Apex	0	0	0	0

Please give an example of a situation where you used your ability to work effectively and communicate with respect to other employees within the organization.

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Please give an example of a situation where you used your ability to follow work orders regarding schedules, policies and safety procedures.

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Please give an example of a situation where you used your ability to multitask, using learned knowledge to troubleshoot run ability and scheduling issues.

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Please give an example of a situation where you used your ability to read and interpret documents and MSDS information in regards to your work area.

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What are your expectations of this position?

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Other Comments:

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