



**Date:** July 16, 2018  
**To:** All Roastar Employees  
**Subject:** Job Posting - Receptionist/Customer Assistant

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The following posting will close at 4:00 PM, Monday, July 23, 2018.  
Applicants will be notified of their status by Monday, July 30, 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 Receptionist/Customer Assistant provides basic assistance to customers who call and email into Roastar & Planet Label. The Receptionist will listen to customers and route inquiries and questions to the appropriate person. The Receptionist will also greet and assist visitors.

**WORK SCHEDULE:** Full-time position (non-exempt), Monday - Friday, 9:00 am - 5:00 pm, or as assigned by the Customer Service Manager. Overtime as business and project demands require.

**ESSENTIAL RESPONSIBILITIES:**

- Act as a professional representative of Planet Label / Roastar at all times
- Answer phone calls and direct calls to appropriate staff
- Answer general website questions and frequently asked questions
- Greet and assist visitors
- Respond to emails sent to the general inquiry box
- Enter orders
- Assemble sample packs
- Process credit card payments
- Provide general sales support as requested
- Assist with special projects as needed
- Follow all Company safety policies and safety procedures in order to maintain a safe work environment
- Follow all Company policies, rules and regulations

**POSITION REQUIREMENTS:**

- High school diploma or General Education Degree (GED) required.
- Experience working as a receptionist or customer service representative.
- Experience in printing, graphic arts and pre-press a plus but not required.
- Excellent communication skills, including written and interpersonal.
- Good math skills.
- Good organizational skills.
- Advanced computer skills, including Microsoft Office Suite and ability to learn Company-specific systems.
- Ability to ask for help when needed.
- Willingness to learn.
- Confidence and professionalism in representing the Company.
- Willingness to be a team player.

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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**  
**Receptionist/Customer Assistant**

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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\_\_\_\_\_

\_\_\_\_\_

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**  
**Receptionist/Customer Assistant**

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 you expectations of this position?

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Other Comments:

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