



Job Opening Customer Service Agent/Graphic Artist

Organization Description and Position Summary: Heart Graphics is seeking applicants for the position of Customer Service Agent/Graphic Artist. Heart Graphics is a full-service commercial print shop located in downtown Ashland, Wisconsin. Our products and services include: digital and offset printing and finishing, copying, mailing services, apparel screen printing and embroidery, graphic design services, and more.

We are looking to fill a position for a customer service agent, whose primary duty will be to greet customers, answer questions, and take incoming orders in person and by phone and email. Secondarily, this position will also operate digital copiers/presses and prepare digital art for printing.

Job Duties:

- Receiving and processing orders from customers in person and via phone/email/web
- Troubleshooting prepress problems and addressing customer concerns
- Operating digital printers and finishing equipment
- Ensuring proper layout of text and graphics prior to full press run of printed products

Qualifications:

- Excellent customer service skills
- Strong work ethic and organizational skills
- Exceptional attention to detail
- Familiarity with Adobe Creative Cloud software (Photoshop, Indesign, and Illustrator) is preferable. We can provide training in these skills if necessary.

All work will be done on site at Heart Graphics, 316 Main St West, Ashland. No evening or weekend work will ever be required.

To Apply: Please submit a letter of interest and a resume outlining skills and work experience. Include names and contact numbers for two references.

Application Deadline: Applications will be accepted until the position is filled.

Email responses only! Send letter and resume (or questions) to info@heartgraphics.net.