



NOVA Customer Service Representative (CSR) Performance Expectations

Purpose: NOVA's CSR's are the "face" of NOVA. They are expected and required to assist sales and production while providing the highest level of customer service, professionalism and "can do" attitude at all times.

Hours: 9:00am – 5:30pm (30-minute lunch break) – flexibility required

Reports to: Brian Russo, Production Manager

Responsibilities:

- ★ Walking Uptown Charlotte to pick-up and deliver NOVA Projects/Boxes to and from Client's location in a timely professional manner.
- ★ Walking 6-8 miles per day
- ★ Represent NOVA at the highest level of service and professionalism at all times
- ★ Verify and obtain accurate job instructions from Client
- ★ Complete work orders completely and accurately
- ★ Communicate instructions thoroughly to Sales, Production Manager and Front Desk
- ★ Box up and package all out going projects in a neat and organized manner
- ★ Ask Production to be of assistance with oversize copies, stocking supplies, binding, etc...
- ★ Take initiative to make and deliver cookies to Clients on a daily basis
- ★ Other tasks as requested by management

Qualifications:

- ★ Must have access to reliable transportation
- ★ Clear status on drug screening, DMV check and background check
- ★ Ability to lift 30 pounds;
- ★ Ability to stand on feet for up to 4 hours

Compensation:

- ★ Competitive Hourly Rate
- ★ 2 Weeks Paid Vacation
- ★ Full NOVA Benefit Plan (Medical, Dental, Vision, 401K, STD, LTD, Life, etc..)
- ★ Holiday Pay
- ★ Parking is provided