

Customer Account Representative

[Bank-A Count Corp](#)

Rudolph, WI 54475

Monday – Friday 8:00 – 4:30

\$17 - \$20 an hour - Full-time

Profile insights

Here's how the job qualifications align with your [profile](#).

Skills

- Problem-solving (*Required*)
- Phone communication (*Required*)
- Order entry (*Required*)
- Data entry (*Required*)
- Customer support (*Required*)
- Active listening (*Required*)
- Time management (*Required*)
- Microsoft Excel (*Required*)
- Basic math (*Required*)
- Technical Proficiency
- Graphic design software

Full job description

1st Shift • 8:00 a.m. – 4:30 p.m. • 40 hours per week

Are you looking for more than just another Customer Service job? At Bank-A-Count, we're a stable, family-owned company that has proudly been in business for 70 years. We're a smaller printing company with a big heart—a place where everyone knows your name, teamwork comes first, and hard work is valued.

If you have a can-do attitude, enjoy learning new skills, and like being part of a supportive team, we'd love to meet you!

Job Summary

This role provides high-quality customer service by responding to inquiries, requests, and concerns while accurately processing customer data to ensure timely and efficient production of orders. The position requires excellent communication, problem-solving, and technical skills, with the ability to adapt to changing demands in a fast-paced environment. In addition to handling customer service interactions, this individual will support product setup using a simple graphics program and collaborate closely with internal departments to ensure customer satisfaction.

What You'll Do

- Answer inbound phone calls and emails from existing or prospective clients with professionalism and courtesy.
- Respond to inquiries, conduct research, and resolve problems, errors, or complaints in a timely and effective manner.
- Perform accurate data entry of customer orders; ensure quality and efficiency throughout the order process.
- Utilize Excel and other tools for tracking, processing, and reporting as needed.
- Assist customers with custom setup printing products using programs similar to Publisher.
- Apply math, measuring, and layout skills when assisting with product requirements and order setup.
- Provide proactive follow-up with customers regarding orders, updates, and issue resolution.
- Build and maintain strong business relationships with customers by demonstrating active listening, patience, and solution-focused communication.
- Cross-sell and recommend complementary products and services when appropriate.
- Collaborate with production and customer account departments to resolve order issues or escalate concerns as necessary.
- Demonstrate flexibility in assignments and adaptability to changes in customer needs and business processes.
- Manage time effectively to meet deadlines while balancing multiple priorities.
- Support team objectives and contribute positively to company culture and values.
- Perform other related duties and responsibilities as assigned.

What We are Looking For:

- Minimum of 3 years' experience in a fast-paced customer service environment.
- Strong phone presence with excellent verbal and written communication skills.
- Proficiency in Microsoft Excel and general computer applications
- Ability to learn and use Publisher (or similar graphics programs) for customer product setup.
- Demonstrated active listening and reframing ability to understand customer needs.
- Strong problem-solving skills with analytical and logical thinking.
- Ability to work with math, measuring, and layout tasks in product preparation.
- Patience, professionalism, and adaptability when handling changing demands or challenging situations.
- Effective time management, organization, and multitasking skills.
- Reliability, punctuality, and a strong work ethic.
- Commitment to teamwork and collaboration.

Why Join Us?

- 70+ years of stability – we've been here a long time and we're here to stay.
- Small company, family feel – you're not just a number here.
- Opportunities to learn and grow in the printing industry.
- Be part of a tight-knit, supportive team that celebrates successes together.
- Stable weekday schedule with flexibility when needed.

Job Type: Full-time

Pay: \$17.00 - \$20.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- On-the-job training
- Paid time off
- Vision insurance

Work Location: In person