



**PORTLAND OFFICE**

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## **Client Service Professional**

### **Letter from Inspired Results' President of Growth, Amy Tiller:**

Do you thrive in a fast-paced, collaborative environment? Do you want to help conquer a new frontier for an entire industry? If so, read on!

Inspired Results is looking for a Client Service Professional to join our company and help lead a revolution! What's our ultimate secret to success? We hire A-players who are the right fit for our company, placed in the right fit role, and give them freedom to drive results. Inspired People are our not-so-secret weapon to success and client happiness. We know we are all stronger when we help each other, recognize each other's contributions, and help to support our teammates – every step of the way.

At the heart of this role is someone passionate about service, forming perfect client partnerships and delivering outstanding results. Our team helps oversee every step of the process, from concept and design, through development and deployment, and across the support life cycle. We are looking for someone to help us build and maintain our client partnerships.

If you're looking to work at a company that's unlike any other, read on learn more about the position and consider being a part of our brand management revolution!

Best,

**Amy Tiller**  
President, Growth

# ABOUT INSPIRED RESULTS

## What we do (in a nutshell)

Inspired Results is leading the brand management revolution. We've spent 60 years mastering the print and promotions lifecycle – and apply this expertise to advance marketing, boost business, and increase your bottom line. Our service-obsessed team is committed to creating comprehensive brand solutions and evolving our industry as a whole.

## Our guiding principles

**One powerful word describes Inspired Results' mission: Partnership.**

Partnership is the epicenter of our business. This means we listen to our clients, making every effort to wow them by delivering remarkable service. Inspired Results is fanatical about anticipating and delivering comprehensive solutions that will help our clients thrive.

Inspired People live our values every day – we live and breathe our core tenets. In every action we take, we aim to Inspire by Excellence, Empower by Accountability, and Define by Results.

Our ultimate vision is to lead the brand management revolution. We're blazing new trails for our industry by creating innovative, inspiring solutions for our clients. We dare to be pioneers by continuously evolving and vowing never to accept the status quo – while always protecting our clients from risk. To us, innovation means leading by example and inspiring others to follow in our footsteps.

## Broadening our horizons

We couldn't be opening this position at a more exciting time: 2016 introduced Inspired Results as our new brand! Explore our new look and feel, [visit our new website](#), and learn about our engaging and exciting culture.

Inspired Results is the product of three major companies banding together: Safeguard by Advent, DocuSource, and Formit. This means higher-powered performance, expanded resources, better value — and of course, the “wow!” service our clients know and love.

## Ready to jump in?

We believe in innovation powered by people: our abilities to anticipate, scale, react, and respond all stack up to bring inspired results to our team, our customers and our suppliers.

Are you ready to be part of this equation? Read more about what it takes to be part of our team!

## Are you our Client Service Professional candidate?

At Inspired Results, our Client Service Professionals are a service-obsessed team committed to creating comprehensive brand solutions while providing “wow” service at every opportunity. Working hand-in-hand with our sales, support and leadership teams, you’ll help:

- Spread the word of Inspired Results and the IR Way
- Maintain profitable client partnerships
- Facilitate customer orders, sourcing, reporting, web-site updates, etc.

More specifically...

- Answer inquiries from customers and salespeople
- Initiate requests for price quotes and product sourcing
- Negotiate with vendors to achieve competitive or reduced costs on products
- Assist in generating artwork for customer orders
- Enter custom orders into DemandBridge
- Invoicing
- Facilitate/research order inquiries
- Provide reporting
- Maintain inventory
- Assist sales in maintaining desired profit levels
- Team with sales to provide project management and ensure timely delivery
- Attend service meetings as required
- Resolve product or service problems/complaints

### The must-have traits for our dream candidate:

- WOW Customer Service skills and dedication
- Strong focus on quality and detail
- Ability to quickly identify a problem/conflict and offer appropriate solutions
- Ability to handle a fast paced environment with conflicting priorities
- Exceptional verbal and written communication skills
- Advanced computer program skills like Microsoft Word, Excel, etc.

### Beyond a fulfilling career and an exciting culture, we offer:

- Competitive compensation
- Comprehensive benefit programs

**Ready to get started? Let’s go!**

Contact Sarah Sprauer by email: [sarah@inspirenw.com](mailto:sarah@inspirenw.com)