

Job Description:

Visit our website <https://thewallprinter.com/> before requesting an interview. If, after watching a brief video of The Wall Printer, for 10 or 15 seconds, you reacted, "WOW, how cool, I've never seen anything like this!"

You may be qualified and should apply for this opportunity to be part of an innovative business success and growth story.

Winner of the 2023 Coastal Entrepreneur of The Year, you can be part of the printing, signage, and art world's "next big thing" – wall and floor printing!

Responsibilities:

- Obtain, through use and training, a thorough understanding of The Wall Printer's revolutionary, unique vertical printing products, machine software & engineering, setup, troubleshooting, maintenance, and operation.
- Consistently exceed customer expectations while delivering responsive technical support and trouble-shooting mechanical issues
- Provide superior customer service and respond to request in a timely, professional manner
- Take on other responsibilities to manage product and parts inventory
- Manage shipments to customers
- Must have good social media, written and verbal communications skills to engage customers through email, online, and helpdesk support applications.

Success in this position is measured by your ability to:

- Promote the quality of The Wall Printer's products through job activities and actions
- Develop customer relationships and provide customers with the product knowledge required to be successful in delivering Wall Printing services using the company's products.
- Be capable of customer product training and improving knowledge of products through active usage.
- Demonstrate outstanding customer service to each and every customer
- Promote customer loyalty
- Maintain warehouse and showroom security and inventory management, including perimeter door keys and access codes, computers, network, and all logins, and alarm codes.
- Additional duties as assigned.

Minimum Experience/Knowledge/Skills:

- High School Diploma or GED required
- Excellent written and verbal communications skills, including writing, chat, email, phone.
- 2 years of relevant work experience (beneficial but not required)
- Skilled knowledge of setup, operation, maintenance, and troubleshooting of UV printers, Windows operating systems, Photoshop, low voltage electrical components, and hand tools.
- Desirable, but not required – any of these: conversational Spanish, French Canadian, Portuguese, and / or Chinese language skills.

Job Type: Full-time

Pay: \$15.00 - \$25.00 per hour

Benefits:

Dental insurance

Flexible schedule

Health insurance

Paid time off

Professional development assistance

Schedule:

8 hour shift

Day shift

Monday to Friday

Weekends as needed

Ability to commute/relocate:

Wilmington, NC 28403: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person

If you feel like you are a good fit, please send your resume and cover letter to

info@thewallprinter.com