

nyloflex®

FAR

The all rounder in analogue plates



Be
brilliant.

XSYS

Print solid. Stay flexible.

About XSYS

XSYS is a global provider of integrated solutions for the flexographic, letterpress and pre-press printing markets, offering photopolymer plate processing systems, sleeves/adapters, and complementary workflow technologies. With a strong focus on customer success, we combine deep technical expertise with service and support to deliver consistent quality and productivity for printers, converters, and trade shops.

B2B Customer Service Representative - Sleeves

Mission of the role & responsibilities

- Act as the primary point of contact for assigned customer accounts, ensuring exceptional service and that customer inquiries and concerns are addressed promptly.
- Manage the entire sales cycle, from order placement to fulfilment, ensuring accuracy and timely delivery.
- Collaborate closely with the production team to prioritize and schedule orders, ensuring on-time delivery to customers.

- Proactively identify opportunities to upsell or cross-sell additional products and services to existing customers, contributing to revenue growth.
- Prepare and deliver sales quotations, proposals, and presentations to customers, showcasing the value and benefits of our products.
- Maintain accurate and up-to-date customer records in the SAP system, including contact information, order history, and communication details.
- Collaborate with the Finance department to handle financial transactions, including order invoicing, credit management, and resolving any billing discrepancies.
- Monitor market trends, competitor activities, and customer feedback, providing valuable insights to improve our products and services.
- Participate in sales meetings, trade shows, and industry events as required to promote our brand and expand business opportunities.
- Other duties as assigned

Required qualifications

- High School diploma or equivalent
- Previous experience in B2B customer service roles, preferably in a manufacturing environment or related industry.
- Proficient in using SAP for order management and financial transactions.
- Strong interpersonal and communication skills, with the ability to build and maintain effective relationships with customers and internal teams.
- Excellent problem-solving and decision-making abilities, with a proactive approach to customer satisfaction.
- Detail-oriented mindset, ensuring accuracy in order processing, documentation, and financial transactions.
- Results-driven mindset, with a focus on achieving sales targets and driving revenue growth.
- Knowledge of flexographic sleeves or related products is a plus, but not required.
- Ability to work independently, prioritize tasks, and manage time effectively to meet deadlines.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) for generating sales materials and reports.

- Ability to work in an office environment, sitting and using a computer for extended periods, lift up to 50 lbs., bend, stoop, reach, and perform repetitive office tasks (such as mousing and keyboarding) with or without reasonable accommodation.
- Capability to communicate effectively over the phone and through written communication channels.
- Willingness to travel occasionally for sales meetings, trade shows, and customer visits, as required.

Benefits

- 401(k) with company match
- Medical, Dental, and Vision insurance
- Employee assistance program
- Discount Program
- Flexible spending account or Health Savings Account
- Company-Paid and Voluntary Life insurance
- Company-Paid Short Term and Long Term Disability Insurance
- Paid time off
- Referral program
- Tuition reimbursement

Apply now

XSYS North America Corporation

Arden, NC 28704