

Ferrania Imaging Technologies

Position: Customer Service Representative

Location: Weatherford Oklahoma

Job

Description: Responsible for varied customer service activities including order entry and management, solving customer issues, deduction management, and communication with customers, sales, and manufacturing. Some production planning/scheduling functions.

DUTIES/RESPONSIBILITIES:

1. Provide service and support through order entry, order management (promise and shipping dates) inquiries, back order situations, proof of delivery, freight claims, payment deductions and promotions.
2. Assist customer with product orders, promotions, pricing, standard discounts, returned goods; organize various ship dates and work with customer and carrier to determine the optimal shipping method.
3. Respond to customer inquiries and difficult complaints quickly, accurately, and diplomatically; handle telephone calls and other correspondence related to orders, shipments, pricing, and various order procedures.
4. Actively communicate with key contacts: Sales Representatives and Management, external customers, production planning, production and warehouse groups, internal customers, technical service and international customers and suppliers.
5. Development of production schedules.

CANDIDATE SKILLS PROFILE Job Related Qualifications:

1. Strong interpersonal skills, excellent telephone skills, and the capability to identify and prioritize critical issues.
2. Customer focus and responsiveness (internal and external, verbal and written).
3. Working knowledge of computer skills; Excel, Word, email.
4. Strong analytical skill set to manage the job.
5. Self-motivated, requiring limited direction.
6. Demonstrated time management and leadership skills.

BEHAVIORAL PERFORMANCE SKILLS

1. **COMMITMENT TO TASK:** Able to start and persist with specific courses of actions while exhibiting high motivation and sense of urgency, willing to commit to long hours of work when required.
2. **SPOKEN COMMUNICATION:** Able to clearly present information through the spoken word; influence or persuade others through oral presentation in positive or negative circumstances; listen well.
3. **COPING:** Able to maintain a mature, problem-solving attitude while dealing with interpersonal conflict, rejection, hostility, or time demands.
4. **DECISIONS MAKING AND PROBLEM SOLVING:** Able to take action in solving problems while exhibiting judgement and a realistic understanding of issues; able to use reason, even when dealing with emotional topics.
5. **ANALYTICAL PROBLEM SOLVING:** Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternate, creative solutions.

EDUCATION/EXPERIENCE:

1. BS/BA degree in related field preferred.
2. Experience with medical related products including x-ray films, PACS, RIS preferred
3. Spanish fluency preferred

Contact: Contact Mike Waters 580-774-3609 or email at jobaps@ferrainia.com