



JOB DESCRIPTION

Position Title: Customer Service Representative
Reports to: Manager, Customer Service
FLSA Status: Non-Exempt

PURPOSE OF JOB: To ensure customer satisfaction by partnering with customers and our field sales force.

MAJOR DUTIES AND RESPONSIBILITIES:

- Perform timely and satisfactory resolution of customer requests.
- Handles all customer service activities including but not limited to: order taking and entry into ERP system, order processing, resolution of order discrepancies, triaging incoming requests appropriately, answering customer questions, Account Setup and sales support.
- Manage Customer expectations for delivery of products.
- Provide support to field sales including Quote preparation, customer information and document requests and special inquiries.
- Support corporate requirements for order adherence to revenue recognition and corporate terms policies.
- Support field inventory and scrub order process, including appropriate lot verification,
- Ensure adherence to corporate feedback and Complaint Handling procedures.
- Ability to develop strong team relationships and work well with a variety of departments and levels including Operations, Finance, Sales, Quality and Regulatory.
- Uses appropriate conflict resolution approach to ensure successful outcomes.
- Other duties as assigned.

EDUCATION /EXPERIENCE REQUIREMENTS:

- Requires 2 year AA degree or equivalent. A Bachelor's degree is preferred.
- Minimum 2 years of work experience in medical device company customer service is required, preferably in a start-up environment.
- Proven ability to interact with customers and colleagues, to resolve difficult customer service issues.
- Experience working with an ERP system (Preferably QAD) required.
- Excellent MS Excel and Word skills.

OTHER QUALIFICATIONS:

- Experienced in fast paced, results-oriented, hands-on environment.
- Must be highly reliable and steady with an ability to work with independence in a startup environment.
- Excellent writing, communication and interpersonal skills.

This job description is not all inclusive. Incumbents may be required to complete other miscellaneous responsibilities as required.