

Job Title: Customer Service Representative (CSR)
Reports to: Operations Manager (OM)

Department: Operations
Location: Atlanta, Georgia

Position summary: Maintain customer accounts, resolve customer service related issues, and provide guidance and support to sales, healthcare and logistics professionals. Handle processing transactions in order entry and billing of order transactions. Assist with the occasional distribution of products/services for sales personnel and customers to include: order entry, picking, shipping, tracking and usage. Prepare and execute certain aspects of cycle counting and reconciliation process.

Qualifications required:

- High School Diploma or equivalent

Qualifications desired:

- Associate Degree or equivalent
- 1-3 years of experience in medical device distribution
- 2-5 years of customer service experience
- Proficient in Microsoft Office (Excel, Word and Power Point)

Essential functions and responsibilities:

- Responsible for account management and resolution as needed
- Provide phone support for inquiries from sales and healthcare professionals
- Daily billing of purchase orders and pricing resolutions
- Support team members with problem resolutions and proper operations protocol
- Process all work in accordance with relevant working practices and standard operating procedures
- Provide support beyond standard hours as needed if call volume and/or workload require additional time
- Support Inventory Department by understanding procedures to maintain accurate inventory records in the ERP system through proper billing and replenishment processes
- Processing incoming orders for materials, merchandise, or services
- Manage inventories by tracking inventory records reflecting product movement, notifying customers when supplies of specific items are low, or when orders would deplete available supplies
- Occasionally compile and inspect incoming/outgoing kits for compliance with specifications and usage
- Investigate discrepancies and adjust for errors
- Assist in maintaining and updating of Quality Management System
- Prepare records of inventory shortages and shipments
- Dispose of damaged, defective, or obsolete products through proper regulatory and quality procedures
- Distribute materials, products and parts based on incoming requests

Success factors/job competencies:

- Job Knowledge – very well informed, seldom requires assistance or instruction
- Work Output – very few errors and mistakes, quantity is above average
- Reliability – persists in spite of difficulties
- Judgment – thinking is mature and sound
- Initiative and Creativity – a self-starter; proceeds on own with little or no direction; progressive; makes suggestions for improvement
- Cooperation – goes out of way to cooperate and get along
- Attendance – very prompt and regular in attendance; preplanned absences
- Professionalism with Customer and Client Focus
- Communication - Ability to maintain professionalism in written and oral communication (free of grammatical and spelling errors)
- Time Management - ability to plan and complete projects in a timely fashion, meeting deadlines

Physical demands and work environment:

- Light physical activity– Occasional lifting, daily sitting at computer for long periods of time, frequently standing/walking to operate various office equipment