

Job Title:	Customer Service Specialist	Department:	9110 Admin
Reports To:	Customer Service Supervisor	Revision Date	28 Nov 2018

Job Purpose/Summary

The Customer Service Specialist is a key representative of the company. The position ensures coordinated activity between the order and delivery of the product, interfacing with internal and external resources to provide a seamless experience for the customer. The Customer Service Specialist is responsible for handling a range of complex service interactions that require one to quickly assess, clarify, and analyze a given situation. The types of interaction range from handling account inquiries including billing or order issues, order entry, management and tracking of shipments through 3rd Party Logistics, resolution of complaints, while doing so promotes a positive customer experience.

Duties/Responsibilities

- Receive/enter orders for products and services, including changes to existing orders; establish new customer accounts, as well as update existing accounts; send order confirmations.
- Coordinate with 3rd Party Logistics vendor regarding timely shipment of product orders.
- Coordinate with external vendor for the installation and de-installation of lamps
- Provide dependable, quality customer service, including response to product inquiries, efficient order coordination and processing, and routine problem solving.
- Responsible for managing and maintaining all communication and documentation including distribution of faxes, filing, mailing invoices, responding to phone calls and emails, answering phones, transferring calls, answering customer and sales representative inquiries, creating invoices, and assisting in other clerical tasks as needed.
- Resolves customer issues, complaints, and concerns with diplomacy and professionalism at all times.
- Properly maintain customer and order database.
- Comply with all FDA and company policies.
- Investigate and correct sales orders, supplier and delivery discrepancies.
- Manage, organize, and update files, records, correspondence, charts, and reports
- Ability to multitask and meet multiple deadlines in a timely fashion
- Handle discrete, confidential information

Qualifications and Experience Required:

- High School Diploma/G.E.D. Bachelor's Degree preferred.
- 3+ years of experience in customer service or order fulfilment roles.
- Experience in pharmaceutical sales and customer service preferred.
- Proficient in MS Outlook, Word, Excel, and PowerPoint skills
- Excellent interpersonal skills, positive attitude and high level of energy
- Effective organization and time management skills
- Excellent communication skills – written, verbal, and listening. Must be able to effectively interact with customers.

Key Attributes:

- Self-Motivated and Enthusiastic
- Thorough and exacting in attention to detail and confidentiality
- Exemplifies professional behavior, language, skills and professional attire
- Ability to work independently in a fast paced environment under pressure and with tight deadlines.
- Ability to learn computer programs quickly
- Must be flexible and willing to assist with various clerical functions

Direct Reports

- None

Signature:



Title: Director Human Resources - US

Date: 10/01/2020