

## Job Description



### Job Title: Customer Service Coordinator

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**Job Title:** Customer Service Coordinator, Remote Position

**Department:** G&A Finance

**Exempt**       **Non-Exempt**

#### 1. Essential Duties and Responsibilities:

- Handles customer requests including the fulfillment of purchase orders, product and order status inquiries and discrepancies, and logistics support and coordination. Monitor all phone and email-based communications for timely response to internal and external customers.
- Manages and maintains ERP System data integrity for account, order, and pricing management.
- Draft, maintain and track all sales quotes and product agreements, ensuring cross functional review and adherence to company policy and contractual obligations.
- Maintain and track install base information and company owned trunk stock inventory.
- Initiate, track and ensure successful completion of all hardware and software service, upgrades, and routine maintenance.
- Provide return support; including issuing Return Material Authorization (RMA) instructions to our customers, ensuring proper approvals are collected, replacement product and/or credit issues and information shared to respective parties.
- Partners with Operations and Distribution teams to ensure timely receipt of product, report backorder situations and to resolve discrepancies.
- Work closely with Finance and Accounting teams for routine monthly reporting, assist in the collection of overdue billing.
- May perform other duties as assigned, such as routine and ad hoc reporting, and cross-functional support to other teams as needed.

Supervisory Responsibilities: No

#### 2. Expectations:

- Follow communication procedures, guidelines and policies, with the ability to pivot quickly and work in a fast-paced diverse environment.
- Complete tasks while thinking big picture about process improvements, efficiencies, etc.
- Handle internal and external issues, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Provide accurate, valid and complete information by using the right methods/tools.
- Ability to work in a team; manage cross functional relationships.
- Ability to set and manage priorities and execute tasks in a structured manner.
- Self-motivated, positive can-do attitude, excellent follow-through skills.

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- Exceptional interpersonal and communication skills (written and verbal), to both internal and external customers. Provide customer engagement in a positive and approachable manner.
- Exceptional organizational skills and attention to detail and thoroughness

#### 3. Education / Experience:

- Minimum of 2-year college degree required, Bachelor's degree preferred or equivalent work experience
- Minimum 3+ years' experience in call center / customer service environment, medical industry preferred

#### 4. Qualifications:

- All Microsoft office applications; general computer proficiency, familiarity with CRM systems and practices
- Competence to work on multiple projects at one time with minimal supervision and ensure high quality and timely delivery
- Organized and deadline oriented; analytical and problem-solving skills
- Experience working in a team-oriented collaborative environment, ability to adapt/respond to different types of people in a positive and approachable manner
- Excellent oral and written communication and presentation skills; ability to be concise and thorough. Exhibits attentiveness, patience and remains calm in challenging situation.