

Job Opening for: Customer Service Representative

Position Overview

We are seeking a skilled Customer Service Representative for interacting with internal staff and external customers by processing purchase orders, receiving inquiries, resolving complaints, and maintaining and shipping - sample inventory. The customer service department is the heart of the company, and our mission is customer satisfaction.

The Customer Service Representative works from our Guilford, ME location.

Responsibilities

- Professionally answer incoming calls, emails, chats, providing accurate and positive responses to all.
- Enter and confirm customer purchase orders, ensuring required information is available and accurate.
- Audit teammate's order entries for accuracy.
- Send replies and follow-ups in a timely manner to ensure customer satisfaction.
- Manage customer complaints.
- Manage/track customer returns.
- Escalate customer concerns with proper departments when complex issues arise.
- Maintain records of customer interactions including details of inquiries, complaints, and comments.
- Maintain sample room inventory and ship/track requested samples to customers.
- Work closely with logistics, accounting and planning to ensure shipment deadlines are met.
- Assist sales team with miscellaneous tasks.
- Other duties as assigned.

Qualifications/Education/Experience

- Strong attention to detail.
- Excellent written and verbal communication skills.
- Ability to actively listen and act in a professional manner in all situations.
- Upbeat and positive attitude.
- Ability to work independently and in a fast-paced environment.
- Good decision-making skills.
- General knowledge of shipping terminology and carriers.
- Working knowledge of regulatory requirements for medical devices.
- Thorough knowledge in Microsoft Office Suite (Outlook, Excel, Teams, etc.) and other basic software.
- High school diploma or equivalent required.
- At least 1 year of related experience required.

Physical Requirements

- Must be able to lift 15 lbs.
- Must be able and willing to work in a fast-paced environment.
- Prolonged periods sitting at a desk and working on a computer.

Job Type: Full-time, Hourly

Pay: From \$20.00 per hour

Expected hours: 40 per week

Schedule: M - F