



Job Description

JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE	
BUSINESS DIVISION: WISHBONE MEDICAL INC	Status: FULL-TIME
DEPARTMENT NAME: OPERATIONS	Type: FULL-TIME
PREPARED BY: HUMAN RESOURCES	DATE: 07-18-2022
WORK LOCATION: CORP - WARSAW	REPORTS TO: DIRECTOR, CUSTOMER SVC

SUMMARY:

The position of Customer Service Representative is responsible for continuous interaction with functionally related departments, distribution network, customers, carriers, and WishBone Medical management. Must possess a high degree of interpersonal relationship skills in order to effectively meet customer requirements. Must attend training sessions and available seminars as presented, in order to stay current on new products and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(includes the following but other duties may be assigned)*

- Timely processing of customer order requests, and processing of all orders including sales orders, trunk stock and replenishment orders, transfer orders, customer returns, demo orders, and literature orders, via telephone, fax, or email
- Timely documentation and follow-up on communications with customers and sales force regarding inventory needs open POs
- Proper routing and follow-up of requests necessary to meet required delivery dates and correct documentation for lot traceability
- Timely and proper electronic filing and maintenance of POs, orders, packing slips, and tracking numbers in customer's file in SharePoint
- Daily access to customer, product, and pricing information. Required to adhere to WishBone Medical's policy regarding records retention, security, customer accounts, and distributor information. Strict confidentiality is required
- Maintenance of sales reps / distributor's files including contracts, onboarding forms, sales/commissions, training records and compliance to training
- Assist with quarterly field inventory audits / documentation
- Sales tracking and reporting

QUALIFICATION REQUIREMENTS:

- High school diploma or GED is required
- 3-5 years of customer services experience is preferred
- History of working in medical device environment is strongly preferred

OTHER SKILLS and ABILITIES:

- Proficient in creative problem solving and communication
- Proficient in Microsoft Office
- SAP experience preferred
- Self-motivated, desired understanding, and multi-tasking with excellent follow-up and organizational skills

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully

perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; and use hands to handle or feel objects, tools, or controls. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Associate will normally work in an office environment but may also be subject to high noise levels from machines, and physical hazards from moving machine parts. WHEN OVERTIME IS SCHEDULED, IT IS MANDATORY.

REVIEWED AND ACCEPTED BY:

<i>MANAGER</i>	<i>ASSOCIATE</i>
NAME:	NAME:
SIGNATURE:	SIGNATURE:
TITLE: Director, Customer Service	TITLE: Customer Service Representative
DATE:	DATE:

The above description is intended to describe the general content, identify the essential functions of, and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

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