

Job Opportunity: Customer Relations Associate (South Florida)

At DB Surgical, we are dedicated to bringing transformational surgical technologies to hospitals and surgery centers. Our team provides tools for microsurgical and minimally-invasive procedures. We currently serve the Neuro, Spine, ENT, Cardiovascular, Ophthalmic, and Plastic Reconstructive surgical disciplines.

DESCRIPTION

Maintain customer accounts by generating invoices and entering items in relevant computer programs. Assist with processing transactions related to order entry and order fulfillment. Communicate directly with sales force, internal teams, and customers to pursue and resolve issues associated with orders, inventory, and returns.

- Provide phone support for inquiries from sales and healthcare professionals
- Perform procedures to maintain account records by invoicing customers and receiving items in inventory
- Support Sales & Service team by providing answers to questions, producing quotes for products, and tracking demonstration inventory
- Assist with marketing initiatives by creating presentations, email campaigns, and through customer outreach
- Engage, interact, and respond in a prompt, accurate, and courteous manner in order to encourage positive business relationships
- Process all work in accordance with relevant working practices and standard operating procedures
- Consistently demonstrate a positive, constructive, and cooperative attitude in the business environment
- Offer assistance beyond standard hours as needed if call volume or workload require additional time

REQUIREMENTS

- Prefer Bachelor's Degree or pertinent work experience
- Demonstrated computer skills (i.e. QuickBooks Enterprise, Outlook, Salesforce.com, Excel, Word)
- Demonstrated problem solving and communication skills
- Demonstrated organizational, customer service, and follow-up skills
- Demonstrated phone skills; ability to maintain composure in stressful situations
- Demonstrated interpersonal skills with ability to successfully communicate verbally and in writing
- Demonstrated accuracy in data entry
- Must be able and willing to work successfully in a team environment
- Must be able to occasionally lift items of moderate weight (i.e. boxes weighing 10 – 15 pounds)
- Prefer demonstrated knowledge of or interest in the medical device industry