



ANDAU MEDICAL

SOLUTIONS SPECIALIST

POSITION DESCRIPTION

About Andau Medical

At Andau Medical, we're redefining what it means to be a Canadian medical and dental device distributor. As a fast-growing company, we bring innovative, high-quality technologies to market that improve patient outcomes and elevate the clinical experience. Our team thrives on purpose, continuous learning, and a healthy work-life balance—all while having fun doing it.

The **Solutions Specialist** ensures maximum customer satisfaction for products sold by Andau Medical. Reporting to the Customer Support Manager, it is important for this role to increase customer satisfaction, loyalty, and retention by meeting customers expectations, including resolving customer issues and complaints.

RESPONSIBILITIES

- Maintain a positive, empathetic, and professional attitude towards customers and Territory Managers.
- Ensure customer satisfaction and provide professional customer support through acknowledging and resolving complaints.
- Provide problem-solving resources and solutions.
- Respond promptly to customers and Territory Manager inquiries.
- Manage high volumes of troubleshooting tickets to identify, register and categorize incidents.
- Interface with customers to diagnose and troubleshoot problems with medical devices.
- Recommend and perform remedial actions to correct problems based on knowledge and corporate policy.
- Consult and provide advice to Territory Managers and customers on the proper use of medical devices.
- Liaise with supply vendors and customers to ensure the medical devices are functioning as expected.
- Maintain comprehensive understanding of Andau products (inside and out) in order to accurately respond to customer and TM inquiries.
- Perform repairs and adjustments to loupes products in a timely manner.
- Monitor and report trends to identify opportunities to improve the customer experience.
- Learn different areas of the Customer Service department to be able to provide support and back up (i.e., processing orders, shipping and receiving, TM questions).
- Maintain technical skills and clinical knowledge on our rework machine to make repairs on our loupes. Attention to detail is key for this part of the job.

REQUIREMENTS

- Ability to stay calm when customers are stressed or upset.
- Time management. Following up with customers is key
- Knowledge of Ticketing systems required
- Technical knowledge and support
- Strong attention to detail and organizational skills.
- Comfortable communicating effectively in a virtual world through MS Teams videos, phone calls and emails.
- Comfortable using computers and learning new programs.
- Experience working with customer support and working in collaborative environment.
- Critical thinking and problem solving. The ability to look from all angles to ensure that the customer problems are being addressed.

WHY SHOULD YOU CONSIDER THIS ROLE

- You love helping and connecting with people.
- You are a problem solver who likes to think on their feet and enjoy challenges.
- You are great with ticketing systems
- You thrive in a fast-paced and changing environment
- You are an excellent time manager who follows up with all customers