



# ANDAU MEDICAL

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## CUSTOMER SERVICE REPRESENTATIVE

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### COMPANY DESCRIPTION

Andau Medical is a fast-growing medical and dental device company focused on providing the market with quality, innovative technologies that improve patient outcomes and enhance the clinical experience in delivering exceptional patient care. We provide excellent opportunities for growth and learning, ensuring that work brings purpose and enjoyment to our team's life, all while having a work-life balance.

### POSITION DESCRIPTION

The **Customer Service Representative** 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 customer and Territory Managers.
- .Respond promptly to customers and Territory Managers.
- .Manage high volume of tickets.
- .Troubleshoot and diagnose issues with customers
- .Maintain technical skills with customers
- .Work with computers virtually, on phone and in person as required
- Ensure customer satisfaction and provide professional customer support through processing orders, payment plans, and responding to customer inquiries and leads.
- Maintain comprehensive understanding of Andau products (inside and out) in order to accurately respond to customer and TM inquiries.
- Monitor and report trends to identify opportunities to improve the customer experience.
- Manage Customer Service email.

- Complete other administrative tasks that arise to support customers, Territory Managers and the Leadership Team.
- Liaise with manufacturers regarding order processing and customer inquiries.
- Learn different areas of Customer Service department to be able to provide support and back up (i.e. processing orders, TM questions).
- Scheduling and ordering materials for events.

## **OFFICE MANAGEMENT**

- Ensure customer problems are addressed in a timely manner, professionally
- Stay calm if customers become upset, use tact and professionalism

## **REQUIREMENTS**

- Experience working with customer support and working in a collaborative environment.
- Critical thinker and Problem solver
- Above average attention to detail
- Handle high volume of work and turnaround in a timely manner without error
- Very strong attention to detail and above-average organizational skills.
- Ability to stay calm when customers are stressed or upset.
- Comfortable communicating effectively in a virtual world through MS Teams videos, phone calls and emails.
- Comfortable using computers and learning new programs.
- Possess strong critical thinking and problem-solving skills with the ability to look from all angles to ensure that customer problems are being addressed.

## **WHY YOU SHOULD CONSIDER THIS ROLE**

- You love helping and connecting with people, and are customer -centric above all else
- You are a problem solver who likes to think on their feet and enjoy challenges.
- You thrive in a fast-paced and changing environment.