

Customer Service Representative

Compressus is seeking an experienced Customer Service Representative to join our Partner Relation Services team. Reporting to the Customer Service Manager, the Customer Service Representative (CSR) will provide initial call response for customers and others calling our Customer Service Department. CSR will perform a variety of duties including responding to customer inquiries, partner care, for both new and existing customers, including support, on-site installations, and remote upgrades. This individual will work closing our QA and Engineering team to understand and resolve customer issues quickly.

Compressus offers comprehensive benefits that include medical, dental, optical, and 401k.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Answer Customer Service phone line and assist caller with their request
2. Respond to, or route to appropriate individuals
3. Promptly input all Customer Complaint information into the Complaint database and notify the appropriate personnel, per approved procedures.
4. Foster strong and positive communications with all external and internal customers.
5. Confidently speak to doctors and other medical related positions
6. Communicate all customer inquiries and issues to appropriate individuals using established channels.
7. Assist in updating all Customer Service procedures and applicable forms.
8. Interface with inter-company departments: QA, engineering, and sales & marketing.
9. Perform other related duties as assigned, including special projects.

Additional Skill Sets:

1. High level of interpersonal skills: influencing, resolving conflict, and creative problem solving skills are a must.
2. Provide prompt and polite service
3. Entering information into their internal database
4. Willing to be on call, including early morning and late night.
5. Candidate must work well under pressure and maintain professionalism during stressful situations.
6. Must be self-motivated, confident, highly dependable, and have solid follow-up skills.
7. Ability to interact with other departments to gain access to necessary information and be able to multitask.
8. Exceptional oral/written reporting skills.
9. Excellent professional telephone skills and presence.
10. Self motivated with high communication and organizational skills.
11. Able to respond to needs of customers in a timely and value-added manner.
12. Strong computer skills, problem tracking system, including proficiency with Microsoft Office applications.
13. Ability to follow company policies and procedures

EDUCATION REQUIREMENTS: BA/BS degree in a business or related field or equivalent experience.

EXPERIENCE REQUIREMENTS:

- Minimum 3+ years of professional experience in customer service or call center in a medical device company.
- Any experience in the medical field is a plus