

February 2021

Job title	Customer Service Specialist
Reports to	VP of Operations

Job purpose

- This role is designed to ensure that the many customer service functions conducted within ExsoMed reach successful outcomes; that milestones are met, resources managed, communication remains consistent and process is followed
- The job of a Customer Service Specialist is to:
 - Communicate both internally and externally on all customer service issues
 - Seek continuous improvement opportunities and maintain the company in state of efficiency and transparency
 - All duties and responsibilities included in the job description
- This role requires industry experience, expertise, and the application of judgment based upon these factors for the execution of successful projects for ExsoMed

Duties and responsibilities

- Receive, process and verify the accuracy of orders from customers utilizing the organization's internal ERP system and customer purchase orders
- Initiate required action for response to customer service requests for order changes, including the maintenance of order/customer information files and communicates changes to the appropriate personnel/departments
- Receive inquiries from and/or contact the customers' offices to resolve a variety of order-related issues (DOs/POs/Invoices)
- Access the company's internal systems to obtain and extract order information and provide management with the data for inclusion in various scheduled and special reports
- Perform assigned system maintenance to various electronic order files (updates contact lists/facility information)
- Manage customer Purchase Orders and replenishments
- Participate and provide expertise as a member of the customer service's departmental team; the team's objectives are to develop and recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service department as a whole (gaps in DO/PO submission)
- Collaborate with other members of the ExsoMed team to continuously improve operational performance

The Ideal

You are someone who:

- Is skilled at listening to what other people are saying, taking time to understand the points being made, asking questions when appropriate, and allowing others to speak

without interrupting them

- Builds mutual trust and encourages respect and cooperation among team members
- Inspires loyalty and trust, handles oneself ethically following core values and beliefs
- Builds a culture of excellence, empowerment and constant learning
- Delivers clear, consistent communication to department heads and teammates
- Demonstrates an agile mindset to embrace, and successfully handle fluid landscapes
- Quick to absorb and analyze large amounts of information
- Enthusiastic, energetic and imaginative
- Approachable, outgoing and diplomatic
- Able to present ideas with conviction
- Highly organized and flexible
- IT literate
- Comfortable both leading and working as part of a team
- Skilled at negotiating and motivating others
- Demonstrates awareness of the holistic business situation
- Works until the work of the moment is done - may be after hours and occasionally needed on weekends
- Demonstrates diplomacy and patience when it comes to challenging situations with internal and external teams and stakeholders
- Demonstrates superior prioritization skills and ability to change focus rapidly within a given day - there will usually be too much work to get done at any given time, but it all eventually needs to get done
- Has ability to develop creative solutions to problems

Qualifications

Qualifications include:

- Bachelor's degree in Life Science or other field
- Must have experience in a start-up and/or early stage company
- Experience in implementing continuous improvement programs
- Experience with ERP and inventory management tools

Compensation

- Compensation based upon experience
 - Position is full-time
 - Position offers all other benefits as defined in ExsoMed employee handbook

If interested, please email your resume to hr@exsomed.com.