



Title: Customer Service Representative

Summit Medical, an Innovia Medical Company
Eagan/St.Paul, Minnesota
December 2018

Innovia Medical combines the experience and expertise of Summit Medical, Shippert Medical, Network Medical and Eagle Labs to help our medical professional partners elevate the delivery of care to improve patient outcomes. We develop products not just for our customers, but with our customers. Our collaborative approach cultivates innovative medical solutions for the global health care industry. Through excellence in design, supply chain management, manufacturing and customer service we put quality at the forefront in all aspects of our business.

Job Summary

The Customer Service Representative (CSR) is the main interface between Summit Medical and our customers via phone, fax and e-mail. The CSR will review and enter customer contact information, enter customer purchase orders, resolves customer issues and will support sales efforts. The CSR will provide superior customer service through dedicated service, compassion for customer needs and excellent communication.

Essential Duties and Responsibilities

- Enter orders according to established department policies and procedures. Ensure accuracy of data entry. Keep customers informed when necessary to advise of shipment delays and/or information necessary to process orders.
- Answer Customer Service phones for order processing or inquiries
- Process Online, Emailed and Faxed orders
- Maintain customer information in CRM/Syspro
- Prepare all necessary export documentation for each particular customer and/or country requirements
- Follow customer instructions per each purchase order and information on file
- Resolve customer issues and complaints to restore and promote positive customer relations in a timely and professional manner
- Issue RMA's according to established department policies and procedures. Communicate customer feedback/satisfaction
- Identify non-conforming products/services and initiate corrective action if necessary
- Invoice orders at the end of each day. International orders are invoiced at the time of shipment
- Support Sales Department as needed; may include outbound sales calls based on leads

- Send product samples to customers as requested by Sales. Update CRM with appropriate activities related to sample requests, such as follow ups, opportunities, to do completion, letter completion, etc.
- Participate in training requirements to meet company and ISO standards and acquire an in-depth knowledge of the product line
- Responsible for filing, mailings and sending samples/brochures
- Perform other duties as assigned by Customer Service Manager

Desired Experience & Education

- High School Diploma, GED or equivalent.
- 2-3 + years' experience of Customer Service experience, preferably in the medical products industry
- Excellent communication and organization skills
- Ability to read, write and speak English in order to interpret documents and to write routine reports and correspondence
- Working knowledge of Microsoft Word, Excel and order data entry

Preferred Skills & Abilities

- International Export Shipping and Compliance preferred, but not required

Working Conditions & Physical Demands

Office environment. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

We offer a full complement of benefits including health, dental, life insurance, PTO, 401(k), Long Term Disability, Vision, voluntary AFLAC. Come work for a growing company that offers a fun, collaborative environment with work-family balance.

Qualified applicants should send their resume, cover letter and salary requirements to: careers@innoviamedical.com.

EOE/Disabled/Veterans