



Title: Customer Service Rep

Eagle Labs, an Innovia Medical Company
Rancho Cucamonga, CA
April 2022

Innovia Medical combines the experience and expertise of Summit Medical, Network Medical, DTR 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 Eagle Labs and our customers via phone, fax and e-mail. The CSR will review and enter customer contact information and 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 concerns 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
- Outgoing calls to current customers and follow-up to potential customers as needed
- 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 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 work in a team environment
- Ability to read, write and speak English in order to interpret documents and to write routine reports and correspondence
- Strong working knowledge of Microsoft Word, Excel and order data entry

We offer a full complement of benefits including health, dental, vision, life insurance, 401(k), vacation and sick time. Come work for a growing company that offers a fun, collaborative environment with work-family balance.

****Please note: This position is based in the facility and not a remote position****

Qualified applicants should send their resume and salary requirements to careers@innoviamedical.com.

Applicants for employment must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States (i.e., H1-B visa, F-1 visa (OPT), TN visa or any other non-immigrant status).

EOE/Disabled/Veterans