

Choice Spine Job Description

Job Title: Customer Support Assistant

Department: Customer Support

Location: Knoxville, TN

Reports To: Director of Operations

Shift:

FLSA Status: Non-Exempt

Prepared By: Helen Le & Stephanie Wells

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Approved By: David Davis

Approved Date: 08/21/2018

SUMMARY

This individual is responsible for general account maintenance, data entry and filing, verifying invoices, transferring spinal surgical sets and floater products in the SAP software. Successful employee must be able to comprehend and retain product knowledge, navigate the SAP system, and project a professional, service oriented image through all written and verbal communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Support

- Data entry – maintains accurate records, performs general account maintenance.
- Filing – maintains accurate records, filing emails and documents across multiple platforms.
- Set up hospitals, customer rep sets, ship to, and floater locations in SAP.
- Set up Rep and Distributor vendor numbers in SAP.
- Transfer sets and products between customer locations in SAP.
- Verify invoice accuracy.
- Email invoice copies to appropriate hospitals and facilities.
- Maintains ongoing product knowledge.
- Acknowledges and complies with all Department and company policies.
- Available to work overtime when necessary (primarily during month end closes)
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Not Applicable

QUALIFICATIONS

The requirements listed below 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.

- Excellent telephone/email etiquette

- Excellent written and verbal communication skills
- Ability to work with minimal supervision
- Ability to work in a fast-paced environment
- Ability to multi-task
- Excellent attention to detail
- Excellent Customer Support orientation
- Proficient in Microsoft Word, Excel, and Outlook
- Ability to integrate feedback to promote employee growth

EDUCATION and/or EXPERIENCE

High school diploma or equivalent, two years' experience in customer support with an Original Equipment Manufacturer or similar environment. Medical device and /or Spine industry experience preferable, but not required.

CERTIFICATES, LICENSES, REGISTRATIONS

Not Applicable

EXEMPTION

Non-Exempt

SHIFT

10:00 a.m. – 7:00 p.m.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The duties of this job require use of a computer, keyboard, and copier/scanner. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Working environment is typical of an office environment. The noise level in the work environment is usually moderate.