

Choice Spine Job Description

Job Title: Sales Support Invoicing Assistant

Department: Sales Support

Location: Knoxville, TN

Reports To: Senior Vice President

Shift:

FLSA Status: Non-Exempt

Prepared By: Brandon Shinn

Prepared Date: 10/01/2019

Approved By: Anderson Collins

Approved Date: 06/17/2020

SUMMARY

The main responsibilities of the Sales Support Invoicing Assistant are to provide administrative and customer support by ensuring invoices are processed daily. This involves matching sales orders and customer purchase orders and reviewing for accuracy. This position will interface with internal and external customers to resolve any discrepancies. Additional responsibilities will include documentation of processes along with general customer service support and coverage. This individual is also responsible for general account maintenance and data entry. Successful employee must be able to comprehend and retain product knowledge, navigate both SAP & ImplantBase systems, and project a professional, service-oriented image through all written and verbal communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Sales Support

- Data entry – Enters data accurately into computer system, performs general account maintenance.
- Filing – maintains accurate records, filing emails and documents across multiple platforms.
- Set up hospitals, customer reps, distributor vendors, ship to, and Default locations in ImplantBase & SAP.
- Receives hard copy of PO's from hospitals by email and or fax. Ensures the PO's are accurate and match the chargesheets and processes the invoices.
- Email invoice copies to appropriate hospitals and facilities.
- Investigate discrepancies in delivery and pricing.
- Work closely with sales department to resolve pricing and collection issues.
- Maintains ongoing product knowledge.
- Answers Sales Support line from 5:00 PM to 7:00 PM.
- Responds to all customer requests timely and accurately. Conveys more technical requests to appropriate personnel.
- 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
- Must have strong “attention to detail” and multitasking abilities
- Excellent written and verbal communication skills
- Ability to work with minimal supervision
- Ability to work in a fast-paced environment
- Excellent Customer Support orientation
- Proficient in Microsoft Word, Excel, and Outlook
- Ability to integrate feedback to promote employee growth
- Experience using SAP is a huge plus

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

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, 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.