

Choice Spine Job Description

Job Title: Sales Support Representative

Department: Sales Support

Location: Knoxville, TN

Reports To: Sales Support Manager

Shift:

FLSA Status: Non-Exempt

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SUMMARY

The main responsibilities of the Sales Support Representative is to provide administrative and customer support by ensuring one of three processes are completed daily. This involves order processing, set request processing, invoice processing, or data changes. 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. 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

- Order Processing – Verifies part #'s have been accurately provided, enters data accurately into computer system, ensures restock orders are being shipped, provides communication back to the customer of any discrepancies.
- Set Request Processing – Works with customer to ensure customer is ordering all sets needed for surgery or demo, enters order into ImplantBase, ensures order is shipped, provides communication back to customer for verification and provides additional info.
- Invoicing Processing – Receives hard copy PO from hospital or distributor, verifies information is accurate according to charge sheet, processes PO in ImplantBase and SAP system to generate invoice, works with Invoicing Assistant to complete process of 2nd verification and emailing or mailing of invoice to account.
- 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.
- 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 during from 8:00 AM to 7:00 PM during scheduled shift.
- 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 plus

EDUCATION and/or EXPERIENCE

High school diploma and equivalent, two years' experience in customer support or Bachelors/ Associates Degree from an Accredited Institution. 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.