

Choice Spine Job Description

Job Title: Inventory Control Specialist
Department: Inventory Control
Location: Knoxville, TN
Reports To: Inventory Control Manager
Shift: 9:00-6:00
FLSA Status: Non-Exempt

SUMMARY

The primary responsibility of the Inventory Control position is to ship out the daily sets that are requested by distributors for upcoming surgeries and or demos. This position will interface with internal and external customers to resolve any discrepancies. Additional responsibilities will include traveling up to 15% for infield audits of distributors' inventory and other day-to-day Inventory Control operations. Potential employees 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

Inventory Control

- Send out daily emails to get loaner sets back in-house.
- Set Request Processing - Works with customer to ensure all sets and loose inventory needed for surgeries or demos are complete, enters order(s) into ImplantBase, ensure Order shipments, communicate back to the customer for verification, and provide additional info.
- Works closely with the Sales Support department to ship out sets and loose inventory requests.
- Works closely with the Logistics department on discrepancies of sets returned from the field.
- Maintains ongoing product knowledge.
- Will occasionally perform infield audits (upon request) of customer inventory at hospitals.
- Able to set up travel arrangements for infield audits.
- Answers phone calls 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.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Not Applicable

QUALIFICATIONS

The requirements listed below represent the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform 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
- Proficient in Microsoft Word, Excel, and Outlook
- Ability to give feedback to promote employee growth.
- Able to stand for an extended amount of time.

EDUCATION and/or EXPERIENCE

High school diploma and equivalent, two years experience in customer support. Medical device and/or Spine industry experience is preferable but not required.

CERTIFICATES, LICENSES, REGISTRATIONS

Not Applicable

EXEMPTION

Non-Exempt

PHYSICAL DEMANDS

The physical demands described here represent those that must be met by an employee to perform the essential functions of this job successfully. 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 or stand for an extended amount of time, talk on the phone, or hear. The duties of this job require use of a computer, keyboard, and copier/scanner. The employee must occasionally lift and/or move up to 60 pounds.

WORK ENVIRONMENT

The work environment characteristics described here represent those that 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. The noise level in the work environment is usually moderate. It is a very fast paced and family oriented environment, that implements the PART B attitude.