

Customer Satisfaction Representative

A&D Medical is an innovator and market leader in both consumer and professional health care products. Markets include blood pressure monitoring, thermometry and respiratory care. Growth in the consumer retail and home health care markets presents a unique challenge for the right individual. We currently have an opening in our San Jose office for a dependable, personable, team-oriented individual with strong Customer Service experience to fill our Customer Satisfaction Representative position.

Reporting directly to the Customer Satisfaction Manager, this person would be a dedicated to supporting A&D's Medical National Sales Managers for assigned product lines such as blood pressure monitors. The successful candidate will be responsible for dealing with Manufacturer's Representatives in an assigned territory and work closely with the designated National Sales Manager and the Service Department to handle a variety of pre and post sales functions.

As a dedicated medical division Customer Satisfaction Representative, you will also have the responsibility of:

1. Responsible for order entry for all sales orders in respective territory. Reviewing customer POs and ensuring customer requirements are met.
2. Responsible for assisting customers with
 - Price quotations
 - Order status
 - Processing Returned Goods Authorizations, and service requests
 - Monitoring delivery schedules
 - Problem Resolution
3. Providing Excellent Customer Service and be able to independently resolve customer escalations.
4. Processing requests for literature, products, and company information.
5. Working closely with the National Sales Managers to support their region and customer base to ensure customer satisfaction.

Experience:

The successful candidate must have excellent communication skills, telephone etiquette, be friendly, professional and team-oriented. Previous 5 years experience in customer service and ISO standards is required. Must be process improvement oriented and working knowledge in MAS 500 system is a definitely plus. Working knowledge of Word and Excel is required, must be able to work in a fast pace environment and process a high volume of work. Strong organizational skills and follow through skills are required.

If you would like to join our exciting team, please apply to jobs@andonline.com