

### **Customer Support Specialist**

The Customer Support Specialist is responsible for all facets of production order processing from receiving the request for product(s) through shipment. The Customer Support Specialist is knowledgeable and proficient on customer products, able to respond to questions and operate as the first line of customer support, doing so in a professional, pleasant and responsive manner via phone, fax, website and email.

#### **Key duties and responsibilities include:**

- Receive, process and maintenance of customer retail and sample production orders for Bionostics into the current business system.
- Expedite order details to production planning department for scheduling.
- Review open orders on a daily basis to facilitate prompt shipment schedules for customer deliveries.
- Answer customer inquiries related to orders, update customer with order confirmation, and fax/email shipment details as needed.
- Obtain authorization release from quality control for completed production ready for shipment.
- Create shipping documents; pick lists, commercial invoices and expedite to shipping dept.
- Invoice customer orders on a daily basis. Enter all shipment information including shipping charges. Process all credit card transactions. Maintain Department files for these transactions.(move to Accounting as of 10/9.)
- Work closely with quality control, shipping, accounting, product management and planning departments to communicate logistics issues and customer related information.
- Support Product Managers in handling agreements, quotes, orders and customer related activity.
- Process Customer complaints starting from Customer or Project Manager to documenting in Quality system.
- Create Engineering Change orders (ECO's) to conform to customer requirements for all customer products.
- Create and maintain all necessary documentation for new product releases.
- Set up, update, maintain customer database and obtain new customer sales tax documents, and credit references.
- Adhere to customer credit guidelines determined by the Finance.
- Other duties as assigned by management.

#### **Qualifications:**

- High School diploma required. College degree preferred.
- 5+ years in a Customer Service or Sales Support role required.
- Must have excellent customer relations and communication skills.
- Attention to detail and ability to multitask is a must.
- Proficient with MS Word, Excel and PowerPoint and MS Project is desired
- The ability to organize, prioritize and work independently with minimal direction is essential.
- Excellent interpersonal skills, work well within a team, independently and have the ability to interface with internal departments, suppliers and customers.

**To apply for this position please send your resume to: [HR@Bionostics.com](mailto:HR@Bionostics.com)**

**AA/EOE**