

## **Position Summary**

This position will be the primary contact for RNA customers. This will involve entering, reviewing, maintaining, and filing customer orders. The Customer Service Specialist will also respond to customer questions, provide technical support, maintain and update the customer database, document customer survey results, and to create and update documentation needed to support the RNA product line.

## **Principle Responsibilities**

- Answer customer phone and e-mail inquiries regarding product status or order status.
- Process all Domestic and International in stock orders that are received via phone, e-mail, fax, and web for RNA Medical and confirm payment and shipping terms. Facilitate prompt shipment schedules for customer deliveries. Create all shipping documents (Pick List (PL), Commercial Invoice (CI), Shippers Letter of Instruction (SLI) and expedite them to shipping.
- File and maintain customer orders. Communicate and correct any discrepancies with customers.
- Obtain authorization for returned products. Coordinate Return Goods Authorizations (RGAs).
- Set up, update, maintain ERP customer database and obtain customer sales tax documents, and credit check references.
- Adhere to customer credit guidelines determined by the Accounting Department
- Focus and report on customer satisfaction and value as defined by the customer.
- Function as a key contact for customers with product ordering and technical questions.
- Contact standing-order customers before contract expiration to secure business.
- Maintain accurate and up-to-date customer information in database(s).
- Develop and maintain metrics that characterize customer and overall performance.
- Support the Product Manager assigned to the RNA account with any Engineering Change orders or projects.
- Identify and implement process improvement opportunities.
- Other duties as assigned by management.

## **Qualifications**

- The Customer Service Specialist must have excellent customer relationship building skills, work cross-functionally with internal departments, and possess polished verbal and written communication skills.
- Possess positive attitude with willingness to learn.
- Demonstrate good documentation practices and a keen attention to detail
- The ability to organize, prioritize and work independently with minimal direction is essential. Excellent computer skills and proficiency with Microsoft Office and ERP systems
- 2 or more years of prior customer service experience required.
- Medical/diagnostics experience is a plus
- High School Diploma required, Associates degree in Business or equivalent industry-related field is preferred