

Job Description – Customer Service Representative

Manager – Customer Service Manager

Job Responsibilities

To enhance the customer experience of external and internal Axonics customers by consistently providing high quality service in the areas of problem resolution and inquiry management.

General Description and Duties:

To perform this job successfully, an individual must be able to perform each essential job task satisfactorily. The tasks 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.

- Provides the first line of communication with customers, ensuring a positive customer experience through efficient, courteous, prompt service and consistent follow-up.
- Gathers information on customer issues.
- Acts as the liaison between internal departments to effectively serve customers and achieve business standards.
- Assists customers in placing orders.
- Processes Purchase Orders.
- Ensures order data is complete, accurate and entered into system or report.
- Tracks orders and shipments.
- Schedules shipping of orders.
- Resolves customer issues and recommends corrective measures as appropriate, continually identifying ways to improve and streamline processes to increase customer satisfaction.
- Keeps records of customer interactions. • Ensures sales representatives are informed of customer issues and inquiries.
- Responds to questions from sales representatives, nurses, and doctors about product, orders, deliveries, product availability, etc.
- Ensures complaint data is gathered, complete and entered into the appropriate system or report.
- Creates RMAs.
- Coordinates returned complaint product shipping to Quality for investigation.
- Maintains and effectively applies knowledge of product, services and current organizational policies.
- Provides product information and solutions, applying technical and troubleshooting resolution as needed and addressing customer concerns in a timely manner.

Projects and Other Duties:

- Performs other duties as assigned by supervisor

Position Qualifications

- Prior experience as a Customer Service Representative in the medical device industry.
- Demonstrates grace under pressure.
- Knowledge of medical terms associated with sacral neuromodulation procedure and Medical Device Reporting regulations.
- Exceptional organizational skills and attention to detail.
- High sense of urgency and commitment to ensuring a high level of customer satisfaction.
- Self-motivation and ability to perform job function with minimal supervision, taking initiative to make independent decisions, where appropriate.
- Positive outlook in handling new processes, technology and general change.

Minimum Education:

- High school graduate or GED is required, Bachelor's degree is preferred.

Minimum Experience:

- 5 years related work experience.