



Job Description – Customer Service Representative

Reports To – Manager, Customer Service; Supervisor, Customer Service

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 the field, customers and patients, ensuring a positive customer experience through efficient, courteous, prompt service and consistent follow-up.
- Gathers information on customer issues.
- Liaises between internal departments to effectively serve customers and achieve business standards.
- Processes field, customer, and patient orders, accurately and promptly
- Tracks orders and shipments.
- 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 field representatives are informed of customer issues and inquiries.
- Responds to questions from field representatives, nurses, and doctors about product, orders, deliveries, product availability, etc.
- Maintains and effectively applies knowledge of product, services, and current organizational policies.

The Customer Service Representative will be assigned to one or more of the three emphases below according to qualification and experience, as determined by the department Manager:

Order Entry	Call Center	Field Support
<ul style="list-style-type: none"> • Ensures product complaints referenced on POs or order emails are promptly reported. 	<ul style="list-style-type: none"> • Assists customers with invoice credit card payments 	<ul style="list-style-type: none"> • Supports the field with their customers and patients and addresses any inquiries they may have in support of their accounts.
	<ul style="list-style-type: none"> • Ensures product complaints referenced on POs, order emails, web/email inquiries, or phone calls are promptly reported. 	<ul style="list-style-type: none"> • Assists customers with invoice credit card payments.

Order Entry	Call Center	Field Support
	<ul style="list-style-type: none"> Provides product information and solutions, applying technical and troubleshooting resolution as needed and addressing customer concerns in a timely manner. 	<ul style="list-style-type: none"> Ensures complaint data is appropriately reported and processed in a timely manner.
	<ul style="list-style-type: none"> Addresses and documents all phone and web inquiries promptly, accurately, and professionally. 	<ul style="list-style-type: none"> Creates RMAs.
	<ul style="list-style-type: none"> Follows appropriate tech support and troubleshooting procedures. 	<ul style="list-style-type: none"> Coordinates returned complaint product shipping to Quality for investigation.
	<ul style="list-style-type: none"> May process account setups. 	<ul style="list-style-type: none"> Provides product information and solutions, applying technical and troubleshooting resolution as needed and addressing customer concerns in a timely manner.
		<ul style="list-style-type: none"> Assists in managing trunk stock inventory and inventory transfers, including expired trunk product.
		<ul style="list-style-type: none"> May process account setups.

Projects and Other Duties:

- Perform 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.