



The Customer Service Representative provides superior support to internal and external customers by providing helpful information, answering questions, special projects, data processing, report generation/audit and responding to complaints. Sales/Warranty/Service Order processing via proprietary network system. The Representative must be a nimble learner and self-starter. Foster and maintain interdepartmental relationships to the betterment of the Representative's product knowledge and application to the market. They're the frontline of support for clients and customers and they help ensure that customers are satisfied with products, services.

Duties & Responsibilities:

- Work in a team-base environment focusing on meeting safety, Quality, Delivery Cost standards.
- Communicate with operations in manufacturing about products
- Answering phone calls and emails
- Generate reports and audit
- Resolving customer issues
- Attend product and systems training as provided
- Responding to Customers questions and complaints timely, helping customers understand the issue and resolution.
- Assist the Sales Department
- Sales / Warranty / Service Order processing and tracking
- Perform all duties in accordance with legal, ethical, and contractual practices.
- Dynamics 365 Business Central Experience (Plus)

Qualifications:

- High School diploma or GED equivalent - preferred
- Minimum 2 years of experience as a Customer Service, preferred in a Manufacturing environment
- Ability to communicate and collaborate effectively.
- Ability to complete of a satisfactory background check and pre-employment drug test/physical.

Continued...

Hours & Compensation:

- Standard work schedule is Monday - Friday 8am - 5pm
- Flexibility to work remotely
- Company benefits include 10 company-paid holidays, vacation (PTO), 401k with company matching, medical, dental, vision, life, and short-term and long-term disability insurance the first day of the month following your hire date.

IC Biomedical is an equal employment opportunity employer.

Job Type: Full-time