

# United States Jobs Expertini®

## Customer Care Specialist

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Company: TeDan Surgical Innovations

Location: Sugar Land

Category: other-general

### Company description:

TeDan Surgical Innovations (TSI) designs and manufactures specialty surgical products for use in orthopedic, neuro, thoracic and spine surgeries.

TSI was founded in 2006 with the goal to innovate and address evolving retraction techniques in spine surgery. We have successfully addressed the need for minimally invasive, posterior, lateral and anterior surgical approaches to the spine, and have introduced access instrumentation for neurological, orthopedic and cardiothoracic procedures. We commit to providing innovative, high-quality surgical access systems designed to optimize exposure and improve the surgeon experience.

### Job Summary:

The Customer Care Specialist is the essential liaison between the company and its customers and distributors in the mission of streamlining the customer buying journey. Ownership of the product order transaction process, from inception to delivery, is at the center of the customer care group focus. Thinking beyond the transactional nature of the product ordering process, the Customer Care Specialist will work closely with management for continuous process improvement and identification of cross-selling opportunities in the customer interaction process.

More specifically, the Customer Care Specialist is the lead in essential product fulfillment functions including order processing, product returns and repairs coordination as well as the implementation of the product demonstration program with the company's internal and

external key stakeholders. The Customer Care Specialist is at the commercial front-line of the customer's experience addressing their transactional queries, ensuring a streamlined product purchase process, and acting as their advocate relating to any topic in the complete buying, use and ownership experience with the company ensuring optimal customer satisfaction.

We are in search of a "roll up the sleeves" candidate who will take initiative in supporting the growth of a critical commercial function in support of the company's expansion.

### **Essential Job Functions:**

Own the end-to-end customer order process through close interaction with internal teams, from logistics, regulatory affairs to supply chain ensuring complete and on-time delivery

Develop thorough product know-how in terms of configuration set-ups, basic functionality and pricing scenarios enabling effective customer interaction and cross-selling opportunities

Understanding the procedural workflow in order processing, product returns and repairs – offering thoughtful recommendations in efficiency improvements

Monitor and track product demo requests and their timely return to ensure efficient use of demo product inventory by sales organization

Support sales organization with on-demand processing and delivery of supporting marketing collateral

Work with Finance to ensure proper follow-through of account standing and customer payments

Generate product inventory reports to stay ahead of the curve in demand spikes and resource requirements for value-added services such as repairs and maintenance programs

Develop customer surveys to assess customer satisfaction through defined customer metrics including Net Promoter Score (NPS) and Customer Perfect Order (CPO)

Coordinate the customer feedback process by clarifying product-related complaints, help to identify the cause of the problem, coordinate correction or adjustment and follow-up to ensure resolution

Recommend potential products or services to management by collecting customer information and analyzing customer needs

Build sustainable relationships of trust through open and interactive communication

Generate and monitor open order reports to maintain customer informed on planned delivery and anticipate potential changes in shipping times

Understand and apply company policies including warranty and terms of sale deliverables

Apply General TSI Quality Management System (QMS), Good Documentation Practices (GDP), Good Manufacturing Practices (GMP), and Complaint Handling through annual TSI Training

**Knowledge/Skills/Experience:**

Familiarity in various software applications – Microsoft Office Suite and ERP systems

Highly organized with the capacity to prioritize in a deadline-oriented environment

Aptitude to eliminate roadblocks in achieving customer satisfaction – a “can do” positive attitude is essential in both internal and external interactions

Excellent written and verbal communication skills

Superb interpersonal skills, including the ability to quickly build rapport with both distribution partners and inside support groups

Able to work comfortably in a fast-paced environment

Ability to internally and externally discuss and clearly define issues and independently develop course of action/plans

Customer orientation and ability to adapt/respond to different types of personalities

and situations

Ability to cooperate and support team members and ability to coordinate interdepartmental activities and to resolve individual conflicts and issues

### **Preferred Qualifications**

High School or equivalent; college degree preferred

Minimum 3+ years in a customer support role

### **General Requirements:**

Occasionally requires attending corporate functions

Ability to lift 25 pounds of medical equipment

Occasionally requires travel (5-10%)

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