

Customer Service Representative

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Company: Natus Medical Incorporated

Location: Buzău

Category: office-and-administrative-support

Customer Service Representative

Natus Medical Incorporated is an international leading provider of healthcare products used for the screening, detection, treatment, monitoring and tracking of common medical ailments in newborn care, hearing impairment, neurological dysfunction, epilepsy, sleep disorders, and balance and mobility disorders.

Based in our **Baynards Green Office**, we are looking **Customer Service specialist (m/f)** who will support the UK Natus Team and the Customer Service department. The position is office based, for 37.5 hours per week Monday to Friday and will report directly to the UK Customer Service Team Lead (based in the UK).

Main tasks:

The applicant will be able to perform the following tasks, others can be added:

Checks the sales orders received from customers, and makes the **order entries** in the Natus software.

Answers to **customer phone calls** about their orders, and records reclamations and complaints.

Communicates with warehouses, **follows up the deliveries** and the relations with the carriers, and informs sales team, about the orders and delivery issues.

Manages **goods returns** requested by sales and customers from the request to the credit note and rebill.

Invoices the **installation order**. Manages the Credit notes and Bill Only requests.

Manages the service activities administratively (orders, service tenders, service contracts).

Records customer complaints.

QUALIFICATION REQUIREMENTS:

To have experience in order entry and customer service

To be able to work as a team with the Service, Customer Service, and Sales department

To be able to maintain quality phone communication with customers

To be able to settle customers' demands and follow administrative procedures

Abilities with the Back Office and experience with Oracle would be a plus

Good organizational qualities and reporting skills

Ability to adapt to changes and to handle pressure

Compensation:

Fix salary

Life insurance,

Pension plan

Annual 4% bonus (based on company achievements)

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