

Customer Service Representative

We are seeking a skilled Customer Service Representative to join us in our new office in Englewood, CO. Major duties include the following:

- Serve as the first point of contact with external customers including filling orders, coordinating shipment and researching product inquiries.
- Test and implement order entry system changes and provide regular reports to management regarding system issues.
- Ensure resolution to customer complaints and/or returns.
- Closely manage national accounts and ensure strong working relationships with all customers.
- Regularly suggest methods of improving and refining systems and processes.
- Maintain accurate records.
- Effectively represent the company by maintaining a professional, customer-focused demeanor.
- Work with internal customers including the Sales, Operations, Finance, and Quality Assurance teams to ensure compliance to company standards and regulatory requirements.
- Work closely with third-party manufacturer to ensure the efficient operation of the Customer Service Department.

Qualified candidates must possess the following:

- Associates degree in communications or other relevant degree.
- Minimum of four years experience in customer service, ideally in a manufacturing setting.
- Background in healthcare or the medical device industry is a plus.
- Knowledge of database and customer service systems.
- Excellent verbal and written communication skills.
- Excellent analytical and organizational skills.

Send your resume to: careers@viveve.com