

## ***Clinical Research Dental Position Description***

### **Customer Service/Sales Administrative Support**

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#### ***Position Summary***

The Customer Service Representative/Sales Support Representative is responsible for superior customer service. The role includes order taking and entry of accounts as required, responding to specific customer requests for information as well as the follow up of new products and customer special requests. The role will support the inside and outside sales teams with various administrative duties and data entry. This position also assists our clients in understanding the clinical applications and related techniques for the products we sell, along with informing them of new product and technique development, up-coming seminars, conventions and events.

This position reports directly to the Inside Sales and Customer Service Manager

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#### ***Specific Accountabilities***

##### **1. Providing Superior Customer Service**

- 1.1. Answer incoming calls routed through queue and directing to the appropriate Territory manager if available.
- 1.2. Answer incoming calls on an overflow basis
- 1.3. Making outbound calls to promote / follow up on products and upcoming Continuing Education events as needed.
- 1.4. On each call probing for opportunities to increase product usage, sell additional products and plant seeds for new products by understanding the clients needs with our sales process is needed
- 1.5. Inform our clients of any upcoming seminars, tradeshow and workshops
- 1.6. Provide technical assistance and provide information to our clients on our products.
- 1.7. Handling of customer orders, complaints and returns.

##### **2. Educate our Customers about our Products, Techniques and Services.**

- 2.1. Continuous Education and Self learning is an important part of this role.
- 2.2. Understanding and learning about techniques being used in our clients office to insure they are using the products correctly and probing for more product usage.
- 2.3. Clients are educated on clinical techniques of all products or informed of where this information is available.
- 2.4. Providing accurate information or finding the correct information to offer our customers.

##### **3. Administrative Duties:**

- 3.1. Order entry of all online, international, school, and institution orders as well as trade show orders as needed.
- 3.2. Shipping sales support/promotional materials to Territory Account Managers and other sales shipping requests as needed
- 3.3. Filling the daily shipping manifest.

- 3.4. Scanning and filing trade show and continuing education course orders.
- 3.5. Repair and loaner processing. This includes shipping to customers and appropriate paperwork (RMA's) needed for Vendor.

#### **4. Ability to Perform Various Computer Applications**

- 4.1. Using different computer programs for order entry such as NAV. Knowledge of word, Excel (Office 2007) and the internet needed for daily sales applications.

#### **5. Policies and Procedures**

- 5.1. Knowledge of all company policies
- 5.2. Awareness of the ISO policies and procedures and applying them to all aspects of work.  
Applicable SOP's: 4.2-2, 4.2-4, 5.2-1, 5.3-1, 7.2-1, 7.2-2, 7.5-1, 7.5-2, 7.5-3, 8.2-1, 8.3-1, 8.5-2, 8.5-3

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### **Qualifications**

- Post-secondary education or equivalent experience.
- Strong computer and organizational skills.
- Team player.
- 3 years of Customer Service Experience
- Strong attention to detail and strong organizational skills.
- Demonstrates integrity and ethics; sets a personal example.
- Services customers by meeting their needs and focusing on customer satisfaction.
- A strong training focus that results in successfully developing and motivating people.
- The ability to work well and build co-operative relationships with people at all levels.