



Position Title: Customer Service Representative

Location: Spirit Lake

Representative Duties:

1. Offer exceptional customer service to Brownmed customers.
 - Receive and input sales orders with high attention to detail and accuracy.
 - Communicate with Sales staff on sales orders as-needed.
 - Answer phone calls and e-mails with high personal touch.
 - Utilize Salesforce CRM software to help optimize relationships with customers and log customer complaints.
 - Manage incoming EDI transmissions, assist with EDI testing and troubleshooting.
2. Communicate with customers about complaints and product information.
 - Manage complaints to achieve outcomes that exceed customer expectations.
 - Explain product use and offer suggestions for improved performance.
3. Order, organize and maintain office materials, kitchen supplies and Sales office/work room.
 - Order and organize office and kitchen supplies.
 - Submit tickets to building management for requests regarding repairs, etc..
 - Manage copier and other shared technology with assistance from IT Department.
4. Manage and distribute incoming and outgoing mail.
5. Comply with all Brownmed policies and guidelines as outlined in the Employee Handbook.
6. Report to the Plant Manager

Required & Preferred Qualifications:

1. High School Diploma required, Bachelor's degree preferred
2. 2 years' customer relations experience with passion for the customer experience
3. Excellent verbal and written communication skills that demonstrate a positive, helpful demeanor

Physical Demands/Requirements:

- Ability to communicate orally and in writing with customers, management, and colleagues, both individually and in front of a group is crucial.
- Regular use of the telephone, video conference and e-mail for communication is essential.
- Sitting for extended periods is common.
- No heavy lifting is expected. Exertion of up to 10 lbs. of force occasionally may be required.
- Good reasoning ability is required to solve a wide range of business problems.

Compensation Package: Competitive salary and benefits package commensurate with experience.

Characteristics of a Brownmed Employee:

1. Works hard in teams with a positive desire to improve performance while having fun.
2. Receives feedback with an open mind to learn and improve.
3. Finds challenge and discovery in a growing organization.
4. Embraces the spirit of community with a desire to make a difference.
5. Lives an active, healthy life with a commitment to others.

Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.