

# Customer Support Specialist

## Job Description

### Summary

Responsible for acting as a liaison between customers and Biomedix. Assists with customer support, product questions, account questions, orders, product trouble shooting, complaints, and other queries.

### Essential Job Functions:

- Provide troubleshooting assistance regarding customer devices, status, and open issues
- Offer account management services to optimize the customer experience
- Respond to customer complaints via phone, email, and web chat
- Proactively reach out to customers
- Greet customers warmly and ascertain problem or reason for calling
- Answer questions about products and services
- Leverage a Customer Relationship Management (CRM) system to log calls and other interactions with customers
- Identify sales opportunities and pass on relevant information to sales team
- Inform customer of deals and promotions
- Place or cancel orders
- Cancel or upgrade accounts
- Attempt to persuade customer to reconsider cancellation
- Assist with placement of orders, refunds, or exchanges
- Access customer's device to assess performance
- Suggest solutions when a product malfunctions
- Work with customers to increase their testing volumes
- Advise on company information
- Act as the company gatekeeper
- Utilize computer technology to handle high call volumes
- Work with customer service management to ensure proper customer service is being delivered
- Compile reports on overall customer satisfaction
- Handling protected health data and other sensitive information responsibly, following company policies regarding confidentiality

### Professional Requirements and Skills:

- Education: Minimum of Associate Arts degree
- Work Experience: 3 years of experience commensurate with above job functions
- Outstanding oral skills and phone etiquette
- Experience with Microsoft Dynamics CRM a plus
- Ability to analyze and solve issues
- Self-motivated
- Absolutely necessary: attention to detail and high accuracy
- Ability to work independently and take initiative
- Able to maintain strict confidence of sensitive information

- Must demonstrate a high level of integrity
- Able to work in a fast-paced team environment
- Interact professionally and effectively with customers, vendors and other team members

**Background Screening**

Employment contingent upon successful completion of a background investigation including criminal history