

## **CUSTOMER SERVICE REPRESENTATIVE**

Patient handling & Bathroom aids

### ABOUT Etac:

Founded in 1973, Etac is a world-leading developer and provider of ergonomic assistive devices and patient handling equipment. Our ambition is to provide solutions that optimize the quality of life for the individual, their family, and caregivers.

Through our specialized product brands, we offer state-of-the-art products for a wide range of daily needs and care settings, for people at all stages of life. Whether the solution is for a child or an elderly person, our aim is to promote the individual's abilities and improve the caregiver's working conditions – through quality, functionality, and design.

Our dedication has resulted in numerous awards and great customer satisfaction around the world. With a pioneering spirit and innovative mindset, we continue to create possibilities for users, patients, and caregivers.

Etac is headquartered in Sweden, with more than 900 employees worldwide and sales in over 50 countries through their own entities and distributors.

### BENEFITS:

We offer a wide range of competitive benefits to insure our employees have an optimal work-life balance.

- Medical, dental and vision insurance
- Paid holidays
- Paid vacation time
- Paid sick time
- 401 (k) retirement savings plan with matching

### SALARY

Salary for this role is commensurate with experience and skill set.

### ABOUT THE POSITION:

- Job title: Customer service representative
- Division: Patient Handling & Bathroom aids
- Product brands: Molift, Immedia & Etac
- Job location: Allentown, Pennsylvania
- Remote or in person: In Person
- Report to: Sales Manager Patient handling & Bathroom aid (North America)

### JOB SUMMARY/DUTIES:

As the first line of customer contact, the Customer Service Representative will represent Etac in a positive way.

The Customer Service Representative will provide internal customer (sales) and external customers (dealers) Best in Class phone-based support and will process quotes, orders, answer account and billing questions, and process returns.

#### JOB RESPONSIBILITIES:

- Provide quality support to internal and external customers.
- Process customer returns and exchanges following the company's return policy.
- Answer incoming internal and external calls.
- Provide customer with product selection and pricing.
- Provide product price quotes, product lead-times and follow up on inquiries and outstanding orders.
- Enter orders into order entry system (Navision).
- Work with customers to achieve prompt approvals on outstanding orders.
- Work closely with shipping department to make sure orders ship on-time and per customer requirements.
- Work to build a solid account base of repeat customers.
- Assist with the return of product by issuing Return Authorizations (RA), ensuring company policy is adhered to.
- Develop relationships with Customers, Managers, Sales Representatives, Purchasing and Credit department to ensure day-to-day job efficiency.
- Work independently to reach sales goals and work with team to reach team goals.
- Other duties as assigned.

#### JOB QUALIFICATIONS:

- Have an excellent telephone manner with clear diction.
- Ability to handle a high volume of calls calmly.
- Ability to multi-task and meet deadlines and remain organized.
- Have exceptional attention to detail.
- Have excellent time management and problem-solving skills.
- Possess a positive and motivated attitude.
- Be a team player as well as a strong independent worker.
- Be professional and courteous at all times, even under pressure.
- Be a self-starter and have a desire to succeed.
- Professionalism in manner dress and presentation.
- Ability to work with a team and independent.

#### CHARACTERISTICS:

- Ability to effectively handle complaints
- Reliable and dependable
- Ability to work under pressure
- Problem-solving skills
- Conflict-resolution skills

#### REQUIREMENTS:

- 2+ years B2B sales or customer service experience in a manufacturing organization
- High school diploma minimum
- Proficient in MS Office Suite (Microsoft Word, Excel, PowerPoint and Outlook)

Etac is an equal opportunity employer. We strive to embrace and create diversity and inclusion throughout our company.

Etac does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by applicable state or federal civil rights laws.