



Role Profile | Customer Service Specialist

Team: Supply Chain

Manager: Customer Service Team Leader

Role Summary

The Customer Service Specialist plays a vital role in providing exceptional customer support and ensuring customer satisfaction. Primary responsibilities include building and maintaining positive working relationships with customers, addressing their enquiries, resolving issues, and ensuring the smooth and accurate processing of orders, contributing to the overall success and growth of the business. This role works closely with the sales team to provide a seamless customer experience.

Key Responsibilities

- Serve as the primary point of contact for customers and provide prompt and professional assistance via phone, email, or chat, addressing enquiries, product-related questions, and order status updates.
- Handle incoming calls, emails, and other forms of communication from customers, ensuring courteous responses within the agreed timeframes.
- Process customer orders and returns, including order entry, invoices, delivery notes, verification, and freight tracking, ensuring accuracy and adherence to company policies and procedures.
- Collaborate with internal teams, including sales, logistics, and technical support, to resolve customer issues and ensure order fulfilment.
- Investigate and resolve customer complaints, issues or concerns within agreed timeframes; escalate complex or unresolved issues to the Supply Chain Manager.
- Maintain accurate and up-to-date customer records, including contact information, interactions, and case details in the ERP for future reference and analysis.
- Assist with inventory management and undertake accurate product shipments (picking and packing).
- Stay up-to-date with required product knowledge to provide accurate and informed responses to customer enquiries.
- Identify opportunities for process improvement and contribute to developing and implementing customer service efficiency initiatives.
- Contribute to continuous improvement efforts by providing feedback on customer issues, suggesting process enhancements, and participating in training programs to enhance product knowledge and customer service skills.
- Forward requests for technical support, troubleshooting, product information, usage and product compatibility to the relevant Territory Manager or Supply Chain Manager immediately.
- Undertake any other duties within the level of competency as delegated by the Customer Service Team Leader or the Head of Global Supply Chain.

Key Competencies

Customer Focus

- Demonstrates a strong commitment to meeting customer needs and exceeding expectations.
- Empathises with customers, actively listens to their concerns, and finds appropriate solutions.
- Remains calm and composed when dealing with dissatisfied or frustrated customers, addressing their concerns with empathy and professionalism.

Communication

- Communicates in a respectful, friendly, and constructive manner.
- Listens attentively and seeks to understand others' perspectives to avoid miscommunication.
- Presents accurate information clearly and concisely, using language appropriate to the audience.

Team Player

- Collaborates effectively with colleagues and contributes to the team's overall success.
- Displays a cooperative and supportive attitude, promoting a positive working environment.
- Values others' contributions and works towards shared goals with mutual respect.

Attention to Detail

- Performs tasks thoroughly and accurately, maintaining precision in all aspects of work.
- Identifies and corrects errors or inconsistencies promptly to improve quality.
- Implements measures to prevent recurrence and enhance the reliability of outcomes.

Time Management

- Demonstrates strong organisational skills by effectively prioritising and multitasking.
- Manages multiple responsibilities and deadlines while maintaining high service standards.
- Balances workload efficiently to ensure timely and consistent delivery of results.

Qualifications and Experience

- High school diploma or equivalent; additional qualifications in customer service or related field are a plus.
- Proven experience in a customer service role, preferably within the medical devices industry.
- Knowledge of medical device products and their functioning is highly desirable.
- Proficient in using ERP systems (specifically SAGE X3) for processing orders and data management.
- Proficient in using Microsoft Office Suite.

Expectations

- Take reasonable care for one's own health, safety, and well-being and that of other personnel who may be affected by conduct. Adhere to defined workplace health, safety and wellbeing and injury management policies and procedures.
- Comply with the requirements of the Quality Management System.
- Maintains Company standards involving ethical and moral character and always represents the company with the highest professional standards.
- Use Office 365 applications as required.