

Job Description – Customer Service Manager

Job Title: Customer Service Manager

Company Name: Biomerics

Location: Salt Lake City, UT

Position Type: Full Time, Employee

Pay: Salary / DOE

Job Description: Responsible for overseeing the customer service department and ensuring the company delivers the highest level of customer service possible. Supervises agents, trains, coaches, and mentors employees. Maintains customer satisfaction by providing problem-solving resources; managing staff.

Roles and responsibilities include:

- Staff recruitment and appraisals; train staff to deliver a high standard of customer service
- Lead a team of customer service staff
- Analyze statistics or other data to determine the level of customer service Biomerics is providing
- Determine customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications.
- Develop customer service procedures, policies and standards for the customer service department
- Communicate courteously with customers by telephone, email, letter and face to face
- Investigate and solve customer problems that have been passed on by customer service representatives
- Meet with other managers to discuss possible improvements to customer service
- Provide customer service regarding collection issues and resolve client discrepancies and short payments. Enlist the efforts of sales and senior management when necessary to accelerate the collection process.
- Learn about Biomerics products or services and keep up to date with changes
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Requirements:

- High School graduate
- 5 years+ experience required preferably in the medical device industry
- Must be proficient in use of Microsoft office suite (Outlook-calendar, email; Excel- spreadsheets, graphs; Power point- presentations; Word)
- Type 50 wpm
- IQMS knowledge a plus
- Excellent verbal, written communication and decision making skills
- Excellent organizational skills and outstanding attention to detail
- Ability to thrive in a fast paced environment, multi-task, perform well under pressure and effectively manage competing and/or changing priorities