

## Our Purpose & Who we Are:

At Sentec we aim to improve the lives of patients by advancing respiratory monitoring solutions to provide clinicians the continuous insight they need to guide care and – most importantly – improve patient outcomes.

## Our Values:

- Patient Focused
- Collaborative
- Integrity
- Quality

## Summary:

Sentec is currently seeking a **Customer Service Manager** to support North American operations. This position reports to the Vice President of Finance and Operations. This role serves as the key order entry, fulfillment contact for both internal and external customers for the overall management of customer orders including order capture, order management and improving the customer experience. In this role, the individual will be responsible for:

## Essential Duties and Responsibilities:

- Lead, develop and coach a small dynamic staff of Customer Service Reps, Technical Service and Logistics personnel
- Drive the development of order systems, processes, and resources to reduce cycle times through increased automation and application of digital technologies
- Responsible for integrity of Customer Data Management
- Work in partnership with Sales Territory Managers to support the sales process from early stages through the close of the sale; and help maintain/monitor ongoing customer relationship
- Maintain the day-to-day responsibilities of Customer Service & Logistics operations
- Manage the processing, posting, and entering of orders, RMAs and invoices
- Determine shipment dates for monitors and consumables and advise customers.

## Qualifications/ Education:

The ideal candidate will possess the following qualifications and skills:

- Bachelor's degree required; Business Administration preferred
- 10+ years related experience in Customer Service with a minimum of 5 years in a Leadership role with demonstrated track record in applying sales, administrative, operational skills to lead businesses to commercial success
- Medical Device experience preferred

### Sentec

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**Preferred skills:**

- Ability to communicate orally with management, co-workers, customers, vendors, unions, both individually and in front of a group is crucial
- Pays strong attention to detail, is extremely organized, and has strong 'follow-up' skills
- Has a passion for problem-solving
- Is keen on working in a dynamic environment, where processes and products are constantly evolving
- Ability to work both independently and in a collaborative team setting
- Ability to work within and meet all deadlines while executing on multiple deliverables
- Excellent computer skills including proficiency with Microsoft Office Suite and experience with Microsoft Dynamics CRM and NAV a plus
- Strong written and verbal communication skills

**Additional notes:**

- This is a fulltime, onsite (Lincoln, RI) position

To apply, send your resume and cover letter to Liza at [jobs.us@sentec.com](mailto:jobs.us@sentec.com)

