



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.

[Watch the Sentec company video](#)

Job Description:

The **Customer Support Specialist** will directly support the Sales Organization and Customers reporting directly to the Customer Operations Manager (position is based in Lincoln, RI). Responsibilities will include the following: inside liaison between field sales teams and other departments, administration of customer requests, preparation, and maintenance of customer pricing, and order/invoice processing.

Professionally handle incoming requests from customers and sales to ensure that issues are resolved both promptly and thoroughly. Efficiently gather information, access, and fulfill customer/sales needs, educate where applicable, and provide ongoing support of opportunities through the sales process. Provide quality service and support in a variety of areas including, but not limited to billing, placing orders, and system troubleshooting. Continuously evaluate and identify opportunities to drive process improvements that positively drive change to increase efficiency and service levels. Responsible for compiling and generating reports as they relate to customer service.

Essential Duties and Responsibilities:

- Work in partnership with Sales to support the sales process from early stages through the close of the sale; and help maintain/monitor ongoing customer purchasing behaviors.
- Enter orders, process orders, post orders, and any data entry into Microsoft ERP.
- Capture accurate and complete information in the Customer Relationship Management system (CRM)
- Provide responsiveness to Customers to strengthen working relationships with existing accounts.
- Process, Post and enter orders, RMAs, and invoices. Determine shipment dates for monitors and disposables and advise customers.
- Determine charges for specific service requested, advice on prepayment amounts, and maintains customer information records and orders.
- Directs inquiries concerning billing, product complaints, or service rendered to proper internal/external contact for implementation and/or investigation.
- Investigates conditions preventing completion of orders, Accounts on Credit hold, Open RMA, Open Evaluations, and other Customer-specific inquiries through internal coordination.

Qualifications/ Education:

- Minimum of 3-5 years of experience working in customer service, contract administration, or sales operations roles. Experience working with sales administration and/or customer support required.
- Medical device experience is a plus.
- CRM experience preferred (Microsoft Dynamics & Business Central)
- Must be able to read, write, speak and understand the English language.
- Highly developed sense of integrity and commitment to customer satisfaction.
- Must have effective verbal and written communication skills, along with strong interpersonal, problem resolution, and creative thinking skills.
- Excellent professional manner and telephone sales personality skills are a must.
- Strong computer skills. Must have Experience with MS Office Suite (MS Excel, MS PowerPoint, MS Word, MS Outlook). CRM experience is a plus.
- Well organized, excellent time management skills; and could prioritize in a fast-paced self-directed environment.
- Able to multi-task activities with shifting priorities.
- Honest, assertive, and systematic.
- Strong decision-making and analytical abilities.
- Possess a strong work ethic and team player mentality.
- Willingness to work a flexible schedule.

Physical Demands

- Must be able to sit at a computer for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working conditions are normal for an office environment. Work requires the use of a computer, copier, and other applicable office equipment.

To apply, send your resume and cover letter to Liza at jobs.us@sentec.com