



**Sentec** is a market leader of non-invasive respiratory monitoring solutions who develops, manufactures, and markets patient-centric, cost-effective technologies and products that provide clinicians with greater insight to quickly to identify trends, rapidly and more accurately assess patient respiratory status, and make more well-informed, timely care decisions – decisions that can improve patient care.

[Watch the Sentec Company Video](#)

### **Job Description:**

Sentec seeks an energetic candidate for **Customer Support Specialist** to support our Sales Organization and Customers. This position reports to the Customer Operations Manager and operates out of our US headquarters in Lincoln, RI. Responsibilities will include the following: lead management, preparation of sales proposals, contract administration, scheduling of company evaluations, management of demo equipment inventory, inside liaison between field sales teams and other departments, administration of customer and distributor agreements, 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. Thoroughly and efficiently gather information, access, and fulfill customer/sales needs, educate where applicable and provide ongoing support of opportunities through the sales process (from Lead to Order). Provide quality service and support in a variety of areas including, but not limited to: billing, placing print orders, and system troubleshooting. Troubleshoot customer issues over the phone or via email. Maintain a balance between company policies and customer/sales benefit in decision making. Handles issues in the best interest of both customer and company and uses judgement to elevate as needed. 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 surveys.

### **Essential Duties and Responsibilities:**

- Work in partnership with Sales representatives to support the sales process from early stages through the close of the sale; and help maintain/monitor ongoing customer purchasing behaviors.
- Generates sales contracts and quotes. Support and facilitate contract negotiations with customers.
- Capture accurate and complete information in Customer Relationship Management system (CRM)
- Develops, solicits, and closes incremental business through the identification of new customer opportunities.
- Identify decision makers amongst the targeted leads and coordinate Territory Manager visits in order to start sales process.
- 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 of prepayment amounts, maintains customer information records and issues discontinuance orders.

#### **Sentec**

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- 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.

### **Education/ Experience:**

- Bachelor's degree required.
- Minimum of 1-3 years of experience working in customer service, contract administration or sales operations role. Experience working with sales administration and/or customer support required.
- Medical device experience is a plus.
- CRM experience preferred

### **Skills/ Knowledge/ Abilities:**

- 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.
- Must be able to communicate ideas/suggestions for improvement of systems and processes.
- Excellent professional manner and telephone sales personality skills a must.
- Strong computer skills. Must have Experience with MS Office Suite (MS Excel, MS Power Point, MS Word, MS Outlook). CRM experience is a plus.
- Well organized, excellent time management skills; and have the ability to 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.

### **Working and Life at The Sentec Office**

As Sentec employees, we have access to competitive benefits packages, paid parental leave, tuition reimbursement, summer hours, hybrid home/office schedules, engagement outings, free coffee and snacks, and our birthdays off. Sentec offers a place to thrive and make an impact as a small company with huge potential and an expanding track-record of consistent growth. We know our decisions matter to the future of the company, our voices are heard by leadership, and our hard work pays off.

The Sentec office is staffed by an eclectic group of people dedicated to help deliver products to healthcare providers that make a difference and improve patient care. We love that we can log off each day knowing we've made a difference.

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

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Care with  
Confidence