

# RECRUITMENT EVENT WITH:



A world leader in medical technology, dedicated to limiting uncertainty for surgeons, so they can concentrate on providing the best patient care. Integra offers innovative solutions in orthopedic extremity surgery, neurosurgery, reconstructive and general surgery, and regenerative wound care.

## Hiring for: Customer Service Representative

Plainsboro, New Jersey

- Responsible for ensuring all orders received by phone, fax, email or other sources are processed and acknowledged accurately and promptly upon receipt.
- Ensure that all customer inquiries, including but not limited to, order status, inventory availability, delivery information, product information, pricing and invoices are resolved satisfactorily;
- Provide accurate, valid and complete information using the appropriate methods/tools;
- Track and manage the interactions with the customers from every channel.
- Identify customer's needs and provide basic to moderately complex support;
- Identify and solve problems using available resources.
- Maintain a current knowledge of products offered in catalog to support providing basic product information.
- Handle customer complaints; Complete the required documentation within the time limit and submit to the relevant organization; Arrange the product returns and raise credit notes, where required.
- Ensure order processing holds are addressed in a timely manner.
- Proactively communicate product availability to customer; Manage backorders, where required, informing the customers of availability dates.
- Generate sales invoices upon request.
- Retrieve voice messages each morning and process accordingly.
- Provide support to the sales team on: pricing, quotes, product samples, customer inquiries.
- Liaise with other departments to resolve customer inquiries.
- Provide feedback to department leadership as needed.
- Actively engage in projects to improve service levels
- Perform other related duties as assigned by management.
- Adhere to Integra Core Values. The ability to act as an essential employee within the Customer Service Department—having the availability to work on company holidays; ability to work from home if the office/company is closed due to weather related or other circumstances.

### Qualifications:

- High school diploma / Associates Degree or higher
- A minimum of one to three years related experience and/or training in Customer Service.
- Previous experience in a manufacturing company and/or in the medical device and/or pharma industry preferred.
- Ability to speak, read and write English.
- Outstanding communication skills, both verbal and written; ability to communicate effectively with customers, employees, management and cross-functionally for positive customer outcomes.
- Passion for customers and delivering a world-class service experience.
- Demonstrated critical thinking, problem solving and analytical skills.
- Sense of urgency and proven ability to work under pressure.
- Attention to detail and strong organizational skills.
- Must be able to give and welcome constructive feedback; contribute to building a positive team spirit and friendly and engaging work environment.
- Ability to adapt to and embrace change.
- Understanding of the Order to Cash process and related systems; Oracle, Salesforce.com, GHX, EDI, Movex. MS Office experience desirable.

### Somerville One Stop

75 Veterans Memorial Drive – Conference Room “B”, Somerville, NJ 08876

**Monday, December 30<sup>th</sup> at 10:00 am – please be on time!**

Please share this job opportunity with anyone who may be interested in attending. It is encouraged, but not mandatory, to RSVP to attend this event. RSVP to [Jessica.Johannesen@dol.nj.gov](mailto:Jessica.Johannesen@dol.nj.gov) to reserve a seat. Text “OneStop” to 56512 for more information on workshops, job opportunities and recruitment events.