

**AccuVein Inc.**, which was recently named the best place to work in medical sales, is the global leader in vein visualization technology. Vein illumination with our breakthrough device, allows health care professionals to see a map of peripheral veins on the skin's surface with the goal of improving venipuncture, the most commonly performed invasive medical procedure, and other vascular access procedures. AccuVein's vein viewing system is the world's first handheld, non-contact vein illumination solution. It is built on AccuVein's proprietary technology as embodied in its patent portfolio that includes over a dozen patents covering a broad range of imaging and medical diagnostic technologies. AccuVein has received a number of awards and widespread recognition from within the healthcare sector and is in use at more than 5,000 facilities and available for sale in over 130 countries.

### **Customer Support Representative**

The Customer Support Representative provides timely Tier 1 troubleshooting to medical device customers via phone, and subsequent RMA administration. Provides basic technical support in a positive and professional manner to customers who are typically hospital biomedical engineers or nurses. Interfaces with Engineering, Sales, Manufacturing, Marketing and Finance to ensure high customer satisfaction with service.

#### **Responsibilities:**

- Quickly learn and consistently adhere to company's quality management system for post-sale service, consistently ensuring complete and timely compliance with FDA Complaint Handling regulations.
- Record, evaluate and close product complaints per company Quality Management System. Manage all details of a customer complaint from start to finish, ensuring effective and timely resolution, complaint closure and customer satisfaction.
- Act as company's single point of customer contact for each service case, which can be a complaint or inquiry. Provide effective and timely troubleshooting assistance to customers and distributors via phone and email.
- Verify service entitlements and explain customer options for product repairs. Collect and process Purchase Orders for service.
- Create, monitor and close RMAs for units that require repair or replacement. Order replacement units.
- Escalate as appropriate to Tier 2 Service for resolution of complex and/or unusual product problems.
- Enter customer data into Salesforce.com (Warranty Entitlements, Account Contacts, Emails, etc.).
- Identify opportunities for service process improvements.

#### **Requirements:**

- Bachelor or AA degree preferred with major in biomedical engineering, life sciences, healthcare or communications. If no degree, then minimum 2 years related work experience.
- Minimum 3 months experience in a customer facing position. If no such prior experience, then demonstrated interest and ability in doing customer facing post-sale product support work.
- Working knowledge of FDA and/or ISO 13485 and requirements for complaint handling preferred.
- Experience with CRM software applications preferred (e.g., Salesforce.com).
- Proficiency with MS Excel, Word, Outlook, etc.
- Must be willing to work 5am – 2pm or 6am – 3pm PST Monday through Friday.

#### **Attributes:**

- Team player – takes responsibility for mistakes/problems, generously helps colleagues and gives credit for their successes.
- Exceptional listening skills and empathy. Outstanding verbal and written communication skills (must be clear, accurate, and concise). Typographical errors must be non-existent or very rare.
- Demonstrate exceptional customer service, public relations, and telephone etiquette techniques. Consistently demonstrate effective interaction with customers in a friendly, courteous and informative manner. Follow up and follow through all cases until customer receives best in class service.
- Ability to de-personalize interactions with difficult or irrational customers. Exercise good judgment on when to alert management and/or sales reps about customer behaviors. Ability to maintain sense of humor when a customer is uncooperative or irrational.
- Understand basic medical terminology. Excellent technical and analytical skills.

#### **Benefits:**

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and an extensive benefits package including paid time off, medical, dental and vision benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

**To Apply:**

To respond to this opportunity, please e-mail resumes [rbucher@accuvein.com](mailto:rbucher@accuvein.com)

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.*