

Title: Customer Service Representative - 2nd Shift
Department: Sales Operations
Reports to: Customer Service Lead
Travel requirement: No Travel

About Onkos Surgical

At Onkos Surgical, we believe individuals with cancer requiring surgery deserve solutions designed specifically for them. These individuals, their caregivers and their support network deserve an organization passionately championing their cause.

At Onkos Surgical, we exist to maintain a singular focus on surgical oncology by looking at everything we do through the lens of the cancer surgeon and their patients.

At Onkos Surgical, we will

- Find solutions to our patients' unmet clinical needs and advocate for their cause.
- Partner with surgical oncologists through research, education and innovation, to treat their patients more effectively and more efficiently.
- Collaborate with regulatory agencies to find pathways to provide timely solutions while upholding the highest standards of quality and compliance.
- Fulfill our employees' desire to make a difference in the lives of the patients they serve while achieving their own professional growth.
- Deliver value to our customers and shareholders.

Job Summary

The Customer Service Rep will work closely with Onkos Surgical's Distributors and Sales team to ensure surgeon and hospital needs are met with respect to product availability, billing and overall responsiveness. This will require both order management as well as inventory tracking and reporting. In addition, the Customer Service Representative will gain a detailed, technical understanding of Onkos Surgical products to provide best in class service to our customers.

Responsibilities

- Adhere to Onkos Core Beliefs, Code of Business Conduct, all regulatory requirements and quality standards.
- Support company advocacy initiatives to help raise awareness of sarcoma and pediatric cancer and drive positive change that will impact the lives of cancer patients.
- Maintain a strong knowledge of Onkos products.
- Partner with Sales Representatives to understand what products are required to support surgeries and place orders to support those cases.
- Work closely with third party logistics partner to follow up on orders in progress, troubleshoot orders as required to ensure product delivery and provide status to Sales Representatives.

- Be an advocate for the most efficient use of inventory, track inventory throughout the US, provide daily inventory status, perform inventory transfers to ensure accuracy of electronic consignment locations and monitor expiring field inventory and ensure its return to the Distribution Center.
- Perform master data entry into the ERP system (e.g. Customer Master, Price Lists).
- Perform additional tasks as required.

Requirements

- Passion to serve and be an advocate for patients by supporting the needs of their caregivers and the Onkos Surgical sales team.
- Embody a patient/caregiver/customer first attitude throughout execution of all tasks.
- 5+ years of experience in medical device customer service or technical support (preferred).
- Ability to master the technical aspects of orthopedic devices.
- Self-motivated, able to work independently, and thrive in a fast-paced dynamic environment.
- Strong attention to detail, interpersonal skills, and oral and written communication skills.
- Support on-call hours and work overtime as required.