



CUSTOMER SERVICE ADVOCATE

Medical Murray is a leading medical device development and manufacturing company serving clients throughout the world.

Medical Murray focuses on providing its clients with any or all of the development engineering and/or manufacturing services required to move a new medical device along the development path from concept to production.

Our focus is on three market areas: less invasive vascular, urologic and surgical applications. Our core experience is with custom catheter systems and components, complex disposables and implantables.

We're looking for team players with a can-do attitude to share in our vision and corporate values. Medical Murray offers competitive salaries, a comprehensive benefits package, and an energetic work environment.

Currently, we are searching for a Customer Service Advocate to join our facility located in Lake Zurich, IL.

Job Description:

The Customer Service Advocate position performs sales order entry in the production department in support of the department objectives to provide goods and services that meet customer's requirements for quality, quantity and timeliness.

Job Duties:

- Responsible to follow Medical Murray Quality system, including all applicable SOP's included in the Training Matrix
- Deals directly with customers by telephone, electronically and in person
- Responds promptly and accurately to customer inquiries, identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Handles, resolves and appropriately escalates customer complaints or dissatisfaction within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Obtain directly through operations team information and evaluates all relevant information to handle customer inquiries
- Ensures Customer Requirement Review is conducted and form completed, provides customer acknowledgement
- Provides delivery dates based information from operations team
- Processes and maintains orders and requests utilizing established SOP's and into the ERP system
- Releases work orders to the production area in support of internal and external customer orders
- Keeps records of customer interactions and transactions
- Answers phones and directs calls as necessary to fulfill internal and external customer expectations
- Assists in other work related areas as required

Skills/Qualifications:

- High School Diploma or equivalent experience
- 1-2 years of experience in a forward facing customer role, preferably in a business to business environment
- Experience with ERP order entry systems and proficiency in Microsoft Office Suite
- Excellent listening skills
- Attention to detail and accuracy in work performed
- Strong analytical skills, as well as a flexible working style and creative problem solving skills
- Good work ethic, reliable and punctual
- Ability to work on a variety of tasks on a daily, weekly or monthly basis
- Excellent critical thinking and problem solving skills with high degree of attention to detail
- Experience in ERP systems to create, maintain and use BOM's, preferred
- Strong written, verbal and interpersonal communication skills with a "Can Do" attitude
- Strong relationship building and customer focus skills.