

## BLOXR Solutions Customer Service Representative

### Job Description

- Business hours are 8:00 am to 4:30 pm MDT.
- Promptly and professionally handle inquiries and requests from colleagues, customers, potential customers, sales reps and distributors.
- Successfully handle sales opportunities from the initial inquiry stage, through the quotation process, and into final order fulfillment. Proactively remain involved during each step to ensure the customer's experience goes smoothly and seamlessly.
- Accurately invoice customer purchase orders and follow up on past due invoices as needed.
- Process and track customer feedback, complaints, returns, repairs, and credits.
- Maintain customer database and price records with an eye for accuracy and completeness.
- Initiate cross-sell and up-sell opportunities when appropriate.
- Constantly seek ways to improve efficiencies that enhance the customer's experience.
- Other responsibilities as assigned by management including, but not limited to, sales reports, company social media posts, support for parent company NEXT Medical and occasionally representing the company at tradeshow or meetings.

### Qualifications:

- Reliable and committed to delivering exceptional customer service with a positive, helpful, and professional demeanor.
- Highly proficient computer skills in Google Docs, Microsoft Word, Excel, Zoom, email and other tools used for communication and collaboration.
- Excellent written and verbal communication skills, plus a strong proofreading ability.
- Ability to prioritize tasks, resolve problems and meet deadlines with a sense of urgency.
- Ability to organize and multi-task while maintaining accuracy and strict attention to detail.
- Ability to comply with all applicable company policies and procedures.

### Preferred Qualifications

- Experience in customer service or client relations.
- Bachelor's degree.
- Experience working in ERP systems (QuickBooks).
- An understanding of shipping methods and processes, both domestic and international.
- Healthcare industry/medical products experience.
- Knowledge of general accounting practices.

### Benefits:

- 401(k) matching
- Health insurance
- Paid time off – vacation and sick leave