



Job Title: Customer Service Associate

Job Summary Responsible for interacting with end users and distributors to obtain sales and resolve service issues.

Duties and responsibilities

- Interact with distributors and end users to provide accurate information and excellent customer service. Provide pricing and product information as required.
- Entering of orders received from customers via fax, EDI, or email. Verify price, availability and shipping requirements. Entering of tracking information upon shipment of goods. Logging and mailing of invoices. Filing of completed orders.
- Interact with service daily to trouble shoot customer problems and if needed enter orders, obtain shipment quotes, and follow up to verify systems are working properly.
- Entering of customer complaints as required.
- Entering of returned material reports as required.
- Work closely with Customer Service Specialist as required.
- Provide assistance to Sales and Marketing as required.
- Provide assistance with office functions as required, specifically answering of phones, message taking, filing, etc.

Qualifications

- Exceptional customer service skills
- Strong organizational skills
- Detail-oriented

Education and Experience

- High school diploma/GED
- Minimum of 3 years experience in an office environment with emphasis on customer service and support.

Skills

- Proficient in Microsoft Office, Excel, Outlook and Power Point
- Excellent oral and written communication skills
- Good problem solving skills
- Ability to multi-task

About this company

Drucker Diagnostics was recently formed by the merger of QBC Diagnostics and The Drucker Company. Our centrifuges accommodate testing needs in medical, research and industrial laboratories. The Horizon line of centrifuges incorporate an exclusive and patented horizontal rotor allowing for quick and easy sample loading with complete horizontal separation. We also provide hematology and parasitology products for a number of diverse markets and applications. The STAR Centrifugal Hematology System is the world's only dry hematology system providing easy and simple operation. The Paralens microscope attachment provides a low cost, portable fluorescence microscopy solution for accurate and sensitive diagnosis.

With a distribution network that operates in over 50 countries, our employees and partners are dedicated and committed to provide innovative solutions for healthier world.



QBC STAR



Autoread Plus



ParaLens Advance



QBC Tubes



F.A.S.T. AFB Kits



F.A.S.T. Malaria Stain



SampleSafe Lock Box



642E Centrifuge