

Customer Success Manager

Summary

Responsible for all customer service and inside sales support related activities including order processing, pricing administration, and related inventory operations. This position will be responsible for decision making and implementing programs and activities within the customer success organization.

Position Responsibilities:

- Responsible for the overall Customer Success organization
- Recommend improvements in processes, systems, service, or billing methods and procedures to streamline processes or prevent future problems
- Be aware of the company's Quality Policy and follow the requirements per the Quality Manual
- Supervise other customer service representatives
- Other duties as assigned
- Customer Service Primary Responsibilities
 - Set up customers and maintain accurate customer information, including pricing, GPO affiliation, addresses, etc. in the ERP system
 - Accurately process customer orders and credit transactions in company's ERP system
 - Collaborate directly with customers to confirm orders and respond to inquiries
 - Proactively follow up with customers and/or sales reps on any open issues to ensure satisfaction
 - Remain current on customer preferences, pricing, new products and systems, recommending upgrades or changes as business warrants
 - Notify Quality promptly of any Product Complaints and work closely with them to ensure the sales force returns the product in a timely manner per regulatory requirements and Quality SOPs
 - Obtain and evaluate relevant information on other customer issues and refer to the appropriate departments
 - Record details of inquiries, comments, issues, and resolution
 - Collaborate with logistics team to ensure product delivery is timely and accurate
 - Manage the RMA/RGA process
 - Work closely with sales force to obtain any open POs or identify any issues with field inventory
- Maintain the accuracy of Aerin Medical CRM system

Position Qualifications:

- Bachelors Degree in Business or related field highly desired
- 5+ years experience working directly with professional level customers and a sales teams
- Strong written, verbal, and analytical skills
- Prior experience in the medical device industry is a plus
- Excellent customer service skills with ability to resolve problems, effectively communicate and work with others
- Ability to multi-task, work rapidly and accurately under extreme pressure
- Be knowledgeable and proficient on all company products, the market, relevant medical terminology, procedures, and services

- Understand the overall business along with the sales process and partner closely with the field sales force
- Quality focus with the ability to follow detailed procedures, create documentation of processes and maintain compliance with regulatory guidelines
- Ability to identify, analyze information and solve customer issues and resolve conflict
- Adaptable and takes initiative to improve processes and systems
- Ability to work independently and within a team
- Must be proficient on MS Windows, MS Excel, and MS Word
- Must be proficient with NetSuite or similar ERP systems
- Experience with Salesforce.com or similar CRM systems required