

Job Title: Customer Success Representative and Analyst

Department: Commercial Operations

Reports To: Customer Success Manager

Original Issue Date: May 1, 2022

FLSA Status: Exempt

Revision Date: n/a

Summary:

Technology impacts everything we do. Aerin Medical's Commercial Operations digital and 'data first' strategy focuses on implementing impactful and innovative technology solutions across all functions from sales operations, finance, to marketing. Whether you are digitizing processes, identifying solutions, or making work more efficient, you will be making a difference inside and outside the Aerin Medical organization.

The Customer Success Representative and Analyst is an experienced, passionate, and humble team member that will help scale the Commercial Operations Organization to the next level. This position is a mix of Customer Success (proactive), Customer Support (reactive), and Analytics. This role is based on data-driven decision making and helping internal and external Aerin customers. This role will help onboard new customers and proactively/reactively address customer issues as they arise. The person in this role must be very detailed, punctual, and professional in all communications. This role will also collaborate with multiple departments as it relates to quality, regulatory, and financial compliance.

Position 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
- Execute 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 ERP and CRM systems
- Work with internal stake holders on report requests including but not limited to:
 - Historical Customer sales
 - Trunk Stock inventory reporting

- Physician training reports
 - Territory alignments
- Maintain and ensure compliance of policies, and procedures as they relate to the Aerin Medical organization
- Apply industry best practices

Position Qualifications:

- Bachelor's Degree in a business-related field or equivalent experience
- 4-6 years of relevant business experience, ideally within a high-growth company
- Understanding of business analysis techniques and processes
- Experience working directly with professional level customers and a sales team
- 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 pressure
- Be knowledgeable and proficient on all company products, the market, relevant medical terminology, procedures, and services
- 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 with Microsoft Office technology
- Must be proficient with NetSuite or similar ERP systems
- Must be proficient with Salesforce.com and related technologies