**Customer Support Representative (CSR)**

**First Healthcare Products** creates fit to need data collection solutions for healthcare that minimize risk and optimize outcomes. Our unique ergonomic solutions offer Healthcare IT Professionals experienced on-site consulting supported by over 5,000 product solutions plus in-house custom design to deliver higher value solutions that have made us a preferred vendor partner to some of the world's leading healthcare organizations.

We are a growing company and creating a culture of trust, compassion, accountability, and creativity.

**Specialties**

Mobile Computing Carts, Wall Mounted Work Stations, Rounding and Special Application Carts, Medication Storage, Computer Mounting Solutions, EMR Hardware Solutions, and EHR Hardware Solutions

**Customer Support Representative Job Responsibilities**

* Serve customers by providing product and service information and resolving product and service problems
* Process phone, faxed in, emailed or web orders
* Support Outside Sales Representatives with quotes, shipment tracking, and other post sale operations
* Proof and quality check quotes and proposals
* Make outbound calls to follow up on proposals and orders
* Support outbound calling sales campaigns
* Answer customer incoming calls regarding pricing/product information, shipping, tracking information, returns and incorrect orders/orders not received

**Hours & Benefits**

Full/Part time $15 – $18 per hour

Additional Bonus opportunities

Paid Vacation

Health Insurance

**Qualifications**

* 3 + years experience in a customer service role
* Information Technology sales support experience
* Microsoft Office knowledge
* Familiarity with customer relationship management software (CRM)
* Familiarity with enterprise resource planning software (ERP) <https://www.infor.com/solutions/erp> (a +)
* Strong organizational skills
* Phone skills
* Proposal creation skills
* Listening skills
* Good communication and written skills
* Conflict resolution skills
* Healthcare market knowledge (a +) but not required
* Willing to learn
* TEAM PLAYER!

**Education**

* Minimum High School Diploma
* Associates Degree or Bachelors (a +)

**Contact/Send Resume**

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