

JOB DESCRIPTION

Company Description

PharmaSmart International Inc. is a dynamic growth company. We are one of the world's leading manufacturers and distributors for biometric screening technology and a developer of health information technology (HIT) software. We are an Inc., 5000 and a Rochester, NY, Top 100 Company. We offer full benefits plus 401K equivalent. Our products and services help our customers better manage or prevent chronic diseases such as, hypertension. We offer a diverse brand of products and services throughout the medical device industry. We manufacture a variety of biometric screening kiosks from inside our FDA Approved, ISO 13485 Rochester, NY. based manufacturing facility. We also offer unique brands such as, PS DataSmart®, BPT Mobile™ and BPT Rx™. Our Health IT is both cutting edge and superior to competitors we are a leader throughout our industry. We are committed to quality innovation, R&D and growth. Our products and services are proven to position health care providers, retail pharmacists, hospitals, clinics and worksites around the world achieve their wellness goals for both their patients and employees. PharmaSmart core products are focused on the clinical benefits and helping our customers gain advantages within the Health Care System.

Our products and services are offered throughout more than 6,000 pharmacies, worksites and hospitals throughout the US & Canada, providing more than 65 million blood pressure tests annually. The company is experiencing rapid expansion and we are looking for dynamic, energetic and professional representatives to join our leading organization. PharmaSmart is an Equal Opportunity Employer M/F/D/V committed to enhancing and maintaining cultural diversity within our work environment, we are a highly functioning, low stress company.

We are looking for talented customer service specialists. Specifically, those that can serve in an advisory position to support our wide-spread medical device network of products and Health IT services. We are hiring at all levels including a newly formed CSA Supervisor position. If you are ready for the next challenge in your life and believe that joining a dynamic growth company is in your future plans than PharmaSmart is looking for you.

Position: CSA/Technical Support Representative, Level I, Level II, Level III and Supervisory Level

Responsible for all customer service related inquires including technical support, service, external customer communication via email, advanced unit network related concerns, and device validity concerns. Troubleshooting, escalation, dispatching, part ordering as applicable.

Requirements: High school Diploma and minimum 2 -5 years Customer Service/Technical Support Experience is required. The supervisor position requires a bachelor's degree or degree equivalent and minimum of (3) years in a supervisory support position. The right candidate will have a very strong work ethic, and be willing to go the extra mile. Must have strong ability to multitask in a fast-paced environment, paying strong attention to detail. Ability to navigate two computer screens, with multiple windows simultaneously. Candidate must possess strong verbal and written communication skills, and demonstrate the ability to effectively instruct others to follow step-by-step procedures in an efficient manner. Candidate must have a strong technical aptitude and be extremely knowledgeable in troubleshooting and resolving issues in an efficient and timely manner. Proficient in Microsoft Word, Excel and Outlook as well as prior experience with an ERP system is preferred, specifically SAP is a plus. Intellectually resourceful with sound judgment and effective decision-making abilities, with an ability to work independently and in team atmosphere where responsibilities are shared. Strong organization skills and ability to operate efficiently throughout daily tasks is a must. Candidate must possess and demonstrate knowledge of Phone



Etiquette for a business environment, and have strong customer focus. There should be a strong aptitude in Data Entry within multiple computer programs. Strong critical thinking and problem solving skills as well as

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dependability, reliability, flexibility and a professional, upbeat attitude are important. Bilingual Spanish and French a plus!

Responsibilities: *Responsibilities listed are dependent on Support Level.* Handle all incoming technical support and service related calls, escalating or dispatching as required. Verbally instructing customers and/or technicians through detailed processes. Troubleshoot call, diagnosing issue and part determination for resolution. Identify, order and ensuring delivery/return of serviceable parts. Email communication with external customers. Remotely monitor units. Outbound Courtesy, Service and Tele-Diagnostic calls. Process incoming Sales leads and customer reorders. Handling advanced Unit Networking concerns, and Clinical Device Validity. Procedure development and recommendations. Interpretations and communication of work procedures and corporate policies. Service Reporting and other duties as assigned.

Placement will be commensurate with experience.

If interested, please submit Resume and Cover Letter to CSchmitz@PharmaSmart.com