

# Customer Service Administrator



**Create Better  
Outcomes**

## ***The Role:***

As the successful candidate you will work as part of the ResMed Customer Service Team providing excellent sales administration, customer service and reception duties to customers and visitors. You will support the ResMed/PEI clinical support sales team and offer a superior service to our customers for the treatment of sleep apnoea.

## ***The Person:***

You are someone with an ability to get things done who is looking to join a leading Medical Company and a Great Place to Work. Your motivation and enthusiasm allow you to excel in both a team and individual environment. You have excellent communication, organisational and problem-solving skills. You are self-motivated and constantly seeking smarter ways of working.

PEI is committed to delivering a first-class service. The customer is at the centre of everything the company does. This focus together with detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI/ResMed brand.

## ***The Company:***

Named a "Great Place to Work" for 2021, PEI is a leading medical and surgical sales, marketing and distribution company. PEI's product portfolio includes major brands from world class manufacturers such as DePuy/Johnson & Johnson, Ansell, Medtronic, Align and ResMed.

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PEI entered the Sleep and Respiratory Medicine market in 2005 when it joined forces with ResMed, one of the world's major players in the industry and together the two companies bring a wealth of knowledge and experience to the sector.

## **Basic Requirements:**

- Minimum 2 years customer service/sales administration/call centre experience or 3rd level qualification necessary
- Excellent interpersonal skills and telephone manner
- Ability to deal with several tasks at once, able to adapt to most situations
- Proven attention to detail and follow through
- An attitude of teamwork
- Time management and organisational skills
- Computer literate in Microsoft office
- SAP experience an advantage
- Self-starter/Demonstrates initiative
- Knowledge of CRM systems
- Knowledge of stock control procedures an advantage
- Open and receptive communication skills
- Outgoing and positive attitude to customers and colleagues
- Discretion and confidentiality

## **Roles & Responsibilities:**

*Reporting to ResMed Customer Services Manager, below is an outline of responsibilities:*

### ***Primary Responsibilities***

- Customer services to our large database of patients and for new patients
- Accurate and timely data entry
- Order processing and sales administration
- Delivery of first-class support and service in line with expected standards from PEI
- Working to month end deadlines & daily KPI's
- Processing of quotations and requests for PO's from the HSE
- Patient data input management
- Responsibility for recording and reconciling all stock movement for all rental patients
- Maintaining and updating patient records in Therefore, SAP and CRM database
- Provide support to ResMed/PEI clinical sales and nurse helpline teams
- Processing of customer returns through to completion
- Interact with teams within PEI (Accounts and Warehouse)



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- Reviewing existing work processes (SOP's) and implementing changes where deemed necessary
- Create greater efficiencies with current workflow practices
- Take an active part, where possible and appropriate, in PEI initiatives

***Other Duties***

- Provide reception services for customers and visitors
- Schedule diagnostic clinics and patient set ups – multiple clinic locations
- Provide comprehensive solutions to patient queries
- Supervise daily deliveries & manage incoming and outgoing post
- Monthly reporting of KPI's and appointments to be carried out and maintained
- Ad hoc duties as required

**PEI Compensation Package:**

An attractive package is available to the right candidate