



JOB DESCRIPTION

ROLE TITLE:	Customer Service Assistant
LOCATION:	Odstock Medical Ltd., Laing Building, Salisbury Hospital SP2 8BJ.
HOURS:	Full Time (37.5 hours per week)
SALARY:	£21,500 p.a.
REPORTS TO:	Customer Service Team Leader

Odstock Medical Ltd (OML) is a leading provider of Functional Electrical Stimulation (FES) medical equipment and services across the UK and internationally.

JOB PURPOSE:

To be a professional first point of contact for customers of Odstock Medical Limited, providing information, processing orders and after-sales support. To process, pick, pack and dispatch orders in an accurate and timely manner.

To maintain good records consistent with the requirements of the OML Quality System, Standards and Medical / Clinical practice.

KEY TASKS:

- Inbound and Outbound calls to customers
- Processing emails, orders and enquiries
- Sales order processing
- Picking, packing and postage
- Monitoring stock and stock accuracy

QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Customer Service experience
- Experience of working in a team within a busy environment
- Accurate working with good attention to detail
- Self-organised with good time management
- A good level of written and verbal communication skills
- Experience with Microsoft Office software
- Experience with customer relationship software an advantage
- Experience of working within a quality system an advantage

COMMUNICATIONS AND WORKING RELATIONSHIPS:

Establish and maintain strong communications with other members of Odstock Medical Ltd. and the Clinical Science and Engineering Department.



Leading FES
Rehabilitation

MOST CHALLENGING PART OF THE JOB

Help maintain the level of patient/customer support which has developed over many years and ensuring client satisfaction by providing a swift and reliable service in a busy environment and maintaining good business awareness.

Please note: this job description is intended as a guide to the general duties required of this post, which may vary from time to time. It does not form part of the terms and conditions of employment.