

## **Government, Education & Group (GEG) Customer Care Representative**

Isolite Systems, a rapidly growing, privately held Goleta based medical technology company is looking for a GEG Customer Care Representative to join our Commercial Team. Specializing in dentistry, Isolite Systems is the pioneer of innovative solutions that make the dental experience easier, faster and safer for dental professionals and their patients.

As a GEG Customer Care Representative (CCR) you will be a primary liaison between the Company and our Government, Education and Group customers, providing support for a wide spectrum of customer requests. Overall responsibility is to promote the highest degree of customer satisfaction with individual products and the company, while communicating information and company policies clearly and professionally.

Responsibilities include:

- Accurate processing of GEG customer orders
- Updating customer intelligence for all GEG accounts (profiles, current equipment uses, etc.)
- Responding to GEG customer requests for technical support, including maintenance, usage, and troubleshooting
- Upselling GEG customers when appropriate, inclusive of adherence to phone scripts.
- Providing status updates in an accurate and timely manner for shipping, accounting or other requests to all GEG accounts
- Expanding GEG customer knowledge of the products and their clinical applications to promote implementation into customer's standard practice protocol
- Serve as back-up to the Customer Service Department in support of all Isolite customer needs
- Other duties and projects as assigned by management.

Preferred Traits and Abilities:

- Strong attention to detail
- Ability to multi-task effectively and accurately in a fast-paced environment
- A solid work ethic
- Ability to communicate effectively with customers and co-workers professionally, efficiently, and effectively
- Flexibility in a dynamically growing/evolving company
- Ability to interpret a variety of instructions furnished in written and oral form

Qualifications:

- Experience with Microsoft Office Suite, required
- Government billing and/or contracting experience, preferred
- Proficiency with order entry and CRM systems, required
- High School diploma or equivalent required; college degree preferred
- Experience in the Dental Industry preferred

- Bi-lingual French or Spanish a plus, but not required
- Experience with "Live Chat" customer support and functions
- Stable work history required
- 1-3 years of Customer Service experience preferred

#### About Isolite Systems:

Isolite Systems designs innovative, ergonomically efficient products that help dental professionals work faster with less stress and fatigue. Our award-winning product has won numerous honors and the support of dentists nationwide. As we grow and expand our product offerings, we are seeking professional, enthusiastic, and self-motivated team players to be part of our dynamic team. We offer competitive salaries and benefits, and a great work environment.

Isolite Systems is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, age, disability, or Vietnam era, or other eligible veteran status, or any other protected factor.

Isolite Systems is not accepting unsolicited assistance from search firms for this employment opportunity. Please, no phone calls or emails. All resumes submitted by search firms to any employee at Isolite Systems via-email, the Internet or in any form and/or method without a valid written search agreement in place for this position will be deemed the sole property of Isolite Systems. No fee will be paid in the event the candidate is hired by Isolite Systems as a result of the referral or through other means.