

## **Customer Service Representative**

### **Company Overview:**

PBS Biotech, Inc. is a private company based in Camarillo, CA. that manufactures and sells the most advanced single-use bioreactors for the biopharmaceutical market. Our fully scalable bioreactors enable process development and commercial manufacturing of cell-based products, particularly for the rapidly emerging cell therapy market. We also provide world-class contract research and development services with leading expertise in various cell therapy product types.

### **Job Description:**

PBS Biotech is looking for an experienced and highly motivated Customer Service Representative to be an essential point of contact between the company and its customers. Responsibilities include providing product information, managing sales orders/returns, and addressing customers' questions and needs in an informative, empathetic, and prompt manner. These duties are critical for establishing and maintaining positive relationships with customers.

### **Roles and Responsibilities:**

- Able to think fast, find answers, and respond quickly to customer issues, all with a polite, empathic, and professional voice and manner
- Prioritize and manage time effectively
- Generate sales leads from calls and forward to appropriate sale contact
- Answer and manage incoming calls & emails
- Memorize, recall, and research answers quickly
- Possess excellent customer care and focus, with ability to assess customers' needs and provide correct answers or troubleshooting for a positive customer experience
- Learn and follow all customer service procedures and policies
- Record, organize, and file customer interactions and profile/account changes
- Address returns, refunds, and shipping tracking numbers
- Understand PBS Biotech's products and be able to answer basic questions from prospects and existing customers
- Support PBS Sales personnel by preparing detailed and accurate sales quotations
- Process and follow up on customer purchase orders by learning and implementing the order entry system including customer order acknowledgement and projected delivery

**Skills and Requirements:**

- High school degree or higher
- Previous experience in customer support, client services, sales, or a related field
- Excellent at communicating over the phone and handling phone systems
- Mid-level computer skills and experience with ERP, filing documents, or updating customer profiles/accounts
- Ability to answer phone, listen actively, relay information, and type basic information simultaneously
- Able to concentrate on multiple problems at once
- Excellent time management and prioritization skills
- Can function independently as well as in a dynamic team environment

**Posting Date:** Jan 2019