

Position Title: Customer Service Representative (full-time)

Company Overview:

PBS Biotech, based in Camarillo, CA, is a private, fast-growing company 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 and gene therapy markets. We also provide world-class contract research and development services with leading expertise in various cell and gene 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' needs in an informative, empathetic, and prompt manner. These duties are critical for establishing and maintaining positive relationships with customers.

Roles and Responsibilities:

- Provide excellent customer service and handle interactions in a professional, polite, and empathetic manner
- Assess customers' needs and provide troubleshooting or guidance to specific company departments
- Communicate changes, delays, requests, etc. to customers as appropriate
- Coordinate with Manufacturing department to meet customers' requirements
- Coordinate with Quality department for processing of formal complaints, from initial reception to notification of close
- Process return merchandise authorization requests
- Create service quotes and process orders
- Handle returns, refunds, and tracking numbers including international shipments
- Understand company products and contract services in order to provide information to prospective and existing customers
- Update and maintain company's procedures and policies regarding customer service
- Process customer purchase orders, including order acknowledgements and projected delivery details, through company's ERP system (Global Shop Solutions)
- Organize and maintain customer interaction files and changes to accounts
- Generate sales leads from calls and coordinate with the Sales department
- Prepare detailed and accurate sales quotations

Skills and Requirements:

- Associate degree preferred
- Minimum 3 years of customer service experience in manufacturing or similar industry
- Proficient with computers including programs such as Microsoft Office
- Experience with Enterprise Resource Planning or similar data management software
- Diligent in understanding and maintaining a large number of customer profiles and accounts
- Familiar with Incoterms 2020
- Excellent at communicating over the phone and handling phone systems
- Efficient time management and prioritization skills
- Able to function independently as well as in a dynamic team environment
- Invoicing experience a plus

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