

## The Company

Laerdal Medical is an international market leader in training and therapy products for emergency medicine and critical care. Our products and services are used by hospitals, ambulance services, first aid organizations, educational institutions and others around the world. We are a dynamic and energetic organization consisting of people from a wide variety of cultures and backgrounds.

## The Job

We are looking for a Customer Success Specialist to be a key member of Laerdal's Customer Service team. The Specialist is responsible for providing Customer Service Assistance and support for Laerdal products and services via phone, email, chat or other channels ensuring excellent customer satisfaction. The Tier 1 Customer Success Specialist is the primary person for order entry and general inquiries and will work with purchasing departments to ensure accuracy with the purchasing process. They will provide Customer Service Assistance and support for Laerdal products via multiple channels while ensuring excellent customer satisfaction. The tier 1 role is involved in learning the Laerdal sales processes, products and has a commitment to organizational success.

### Key responsibilities include:

- Professionally manage incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.
- Thoroughly and efficiently gather customer information, access and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts as per the department standards and document interactions through SalesForce and QAD.
- Provide high quality service and support in a variety of areas including, but not limited to: billing, placing print orders, and Web support.
- Troubleshoot customer issues over the phone through effective probing and identifying the root of the customer issue to effectively provide solutions that best resolve the issue.
- Use automated information systems to analyze the customer's situation.
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience.

## CANDIDATE REQUIREMENTS

An excellent communicator on all levels, you see solutions instead of problems. You thrive in an environment where multi-tasking is the norm and bring an element of organization to all that you do.

### Minimum requirements:

- Some experience in a customer service capacity required.
- Four year college degree preferred.
- Must be flexible and have the ability to work shifts from 8am to 8pm and occasional Saturdays.
- Effective communication skills with both internal and external customers.
- Experience with multiline telephones and online ticketing systems.
- Experience with Internet Explorer and Microsoft Office.
- Home internet access for off-site/remote operation required.

For more information about the position contact Stacy Clarke at [stacy.clarke@laerdal.com](mailto:stacy.clarke@laerdal.com). Application deadline is January 3, 2020. Applications will be reviewed on a rolling basis. Application documents include a resume, cover letter and desired salary range. We look forward to hearing from you.