

Verathon – Customer Care Sales Support Specialist (contract-to-hire)

Verathon designs, manufactures and distributes reliable, state-of-the-art medical devices and services that offer a meaningful improvement in patient care to the health care community. Verathon was ranked among the fastest growing technology companies in Washington State in Deloitte's prestigious "Technology Fast 50" program in 2002, 2005, 2006, 2007 and 2008. Verathon was voted One of Washington's Best Companies to Work For in 2007, 2008 and 2009. The company is headquartered in Bothell, Washington.

The Sales Support Specialist performs a variety of semi-routine administrative activities to provide high quality support for customers, subsidiaries and distributors. This position works within general supervision and established company guidelines.

Principal Responsibilities:

- Provide Total Customer Care™ by promoting and maintaining positive customer relations.
- Receptionist and/or Fulfillment Center coverage while maintaining security of building.
- Distribution of calls, faxes, mail and supplies.
- Respond to calls or email from customers requesting product, training, and general information.
- Provide support for lead entry, sales campaign materials requests through Onyx and Fulfillment.
- Processing of customer orders for equipment and accessories.
- Maintenance and update of databases as needed.
- Follow up on equipment due at HQ with appropriate database management completed
- Coordinate maintenance of fulfillment equipment.
- Maintain logs, records, and files manually and electronically to include rankings report
- Other duties as assigned.

Knowledge, Skills, and Abilities Required:

- Requires a 2 year degree or equivalent experience.
- Two years of direct customer service experience required.
- Experience receiving and making calls in an office or call center setting.
- Understanding of and experience with Windows Operating System, Microsoft Outlook, Excel, and Word.
- Prior experience in solving customer and work related problems.
- Ability and desire to give instructions and assist customers over the phone.
- Ability and desire to learn products, markets, and programs.
- Understanding of basic accounting principles.
- Attention to detail with ability to handle multiple job functions while meeting deadlines.
- Excellent verbal and written English skills with ability to type accurately and proficiently.
- Work independently or as a team member with reliable on-time and consistent attendance.
- Able to occasionally lift up to 50lbs to chest height and occasionally lift up to 30 lbs over the head.
- Ability to sit for an extended period; to use photocopiers, fax, desk phone, headset and computers for extended lengths of time

Verathon offers competitive compensation and a complete benefits package to full-time employees including medical, dental, short-term/long-term disability, life insurance, flexible spending and 401k as well as the advantages of an environment that supports your development and recognizes your achievements. To apply for this position, please send your resume and cover letter to careers@verathon.com.

Verathon is an affirmative action/equal opportunity employer and strongly supports diversity in the workplace. We believe that diverse ideas, opinions and perspectives will build a strong foundation for success.

