

Australia Jobs Expertini®

Customer Service Representative

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Company: Stryker

Location: Sydney

Category: office-and-administrative-support

Why customer service at Stryker?

Are you interested in making a difference in healthcare by assisting sales reps and building relationships with customers? As a member of our customer services team, that is exactly what you will do! Here, you will be a part of a dynamic and supportive team that provides solutions to our customers in their time of need. Stryker is also consistently listed as a 'Best Place to Work' and offers great benefits and perks – like tuition reimbursement and a wellbeing program! (*Benefits vary by country)

We're looking for an enthusiastic and driven team member who loves problem solving and learning!

Role Overview:

To provide outstanding service to all internal and external customers and act as point of contact for all customer queries. The role is responsible for recording and processing customer orders.

Key Responsibilities:

Customer Enquiries & Communication

Assist customers enquiries

Manage customer correspondence and administration requests in a timely and efficient manner, and provide feedback to sales team and product managers as appropriate

Provide first point of contact service to external and internal Customers, and accurately record correspondence in CRM

Liaise with territory managers, sales team, clinical nurse consultants, other customer

service representatives and warehouse staff to ensure customer service expectations are met

Bookings & Billings

Process Patient on the Table (POT) requests in accordance with Stryker procedures and in a timely manner to ensure customer expectations are met

Provide Proof of Delivery (POD) details as requested by customers including investigating missing and partial shipments

Manage customer invoicing requirements including follow up on PO's, price adjustments and investigating and processing Credits

Produce customer invoices in an accurate and timely manner and to Stryker quality procedures

Quality

Ensure individual actions & team processes maintain an exemplary record of compliance and commitment to relevant quality standards through the use of the local quality management system. Participation in continuous process improvement aligned with the quality standards.

Regularly conduct internal Audits and provide feedback on Continuous Improvements for Customer Service

General

Operate and contribute in an environment that encourages innovation and participate in activities relating to LEAN and 6S

Local responsibilities may include but not be limited to: working on local non-billed and open order reports, stationary orders, participating in local operations meetings

Culture and Benefits:

At Stryker, you can expect an attractive package including a broad range of discounts and benefits from a range of partners! This is a genuine opportunity for an ambitious and customer focused individual to progress and grow your career with a leading global medical device company that offers countless development opportunities.

Some of our benefits include:

Join one of Australia's Best Places to Work in 2020!

Multiple financial benefits including health care, financial wellbeing, insurance benefits.

Ongoing training and opportunities for career progression

Paid Parental leave schemes

Volunteer Days

Onsite gym!

Being part of one of the world's largest and most recognizable brands.

Excellent team culture – we have fun whilst we work!

A Leader who will support & guide you throughout your career

Access to employee benefits

Access to our career and self-development program from day one

Work with likeminded individuals who are driven by exceeding targets and improving patient outcomes

To join us, click apply now!

About Stryker Stryker is a global leader in medical technologies and, together with its customers, is driven to make healthcare better. The company offers innovative products and services in MedSurg, Neurotechnology, Orthopaedics and Spine that help improve patient and healthcare outcomes. Alongside its customers around the world, Stryker impacts more than 130 million patients annually. More information is available at

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