



Customer Care Representative

Our Customer Care Team at SynergEyes has 20/20 vision on providing an exceptional customer experience. The Customer Care Team provides superior service while setting up new accounts, entering orders into the database; processing return requests or answering any questions the customer may have about their account. The Customer Care Team works with Sales, Finance, Marketing, Consultation and Logistics to meet the needs of our customers. The department functions in a call center environment receiving in-bound calls from eye care practitioners.

The daily essential and non-essential responsibilities would include:

- Taking phone Orders / enter into Data System
- Setting up New Accounts
- Reviewing Reports from prior days' work
- Responding to Sales Teams requests
- Completing all side tasks
- Checking and releasing web orders
- Reviewing / releasing consultation orders
- Answering billing questions / taking payments
- Mailing marketing materials
- Tracking shipments
- Taking return information
- Assist doctors with empirically orders using our calculator
- Training Accounts on how to use RxConnect
- Responding to emails from Customers, Sales Reps and Consultants

The Customer Care team is searching for candidates that exhibit the following Core Competencies:

Approachability
Customer Focus
Timely Decision Making
Ethics and Values
Humor

Integrity and Trust
Learning on the Fly
Listening
Patience
Technical Learning
Work/Life Balance
Written Communications

Computer Skills:

Outlook
Microsoft Office
Order Processing Systems
Database Software

Education and Experience Requirements:

High school diploma or general education degree (GED)
Customer Care experience preferred but not required