



Customer Service Coordinator

DEPARTMENT: Customer Service
LOCATION: Mississauga
SUPERVISED BY: Customer Service Supervisor
SUPERVISES: None

JOB RESPONSIBILITIES:

- Communicate equipment and part lead times
- Handle external and internal customer transactions
 - Order taking (equipment and replacement parts)
 - Return goods requests
 - Credit requests
 - Warranty claims
 - Quality Reporting
 - Process orders and source parts
 - Expedite equipment and parts orders
 - Interact with distribution on proof of delivery pick-up issues
- Approve and process credit and return authorizations up to \$2,500.00
- Provide pricing information to authorized dealers
- Provide detailed product information and competitive comparisons to authorized dealers
- Read and interpret parts breakdowns
- Interact with the outside sales force regarding a variety of end user and dealer issues
- Issue and problem resolution (dealers/end users)
- Participate in functional training session provided by staff trainers
- Interact with and support fellow team members by providing product expertise
- Additional responsibilities as requested or required

QUALIFICATIONS:

- High School graduate or equivalent
- 2-5 years customer service. Preference will be given to candidates with home healthcare industry experience
- Excellent general math and writing skills
- Excellent telephone communication skills
- Proficient computer skills
- Excellent personal organizational and follow-up skills
- Ability to maintain composure and professionalism in all situations regarding service to customers
- Ability to prioritize and work multiple activities simultaneously and make self-directed decisions

We are always looking for motivated individuals. Please apply to:

Invacare Canada Inc.
Human Resources
Email: canada.careers@invacare.com