
Job Description – iCare Customer Service Representative

Southwest Medical Resources is looking for a full-time customer service representative for their iCare service department. An iCare representative directs traffic between customers, vendors, and Field Service Engineers (FSE).

POSITION SUMMARY

Act as main point of contact and liaison between Service, Support, and Sales, as well as managing customer-based service accounts.

The Customer Service (iCare) team manages the communication between customers, vendors, and Southwest's field service engineers, so written and verbal communication skills and the ability to multitask are essential. The iCare team is a young department, placed at the center of the company, so there is emphasis on cross training, learning, and an understanding of the industry.

The position will focus heavily on administrative functions and interfacing interdepartmentally. Emphasis will be on managing relationships with key vendors for the company. The successful candidate should have excellent oral and written communication skills with the flexibility to organize and multitask constantly shifting priorities. Effective organizational skills are essential to success in this position.

The successful candidate will be motivated and have excellent phone rapport, grammar skills, and attention to detail. Proficient computer skills are required, including knowledge of Google Docs, Microsoft Office Suite, and Outlook. Applicant will also be required to learn a proprietary customer management platform.

Job Duties:

- Create new service support calls via email or by live transfer
- Dispatch/coordination of Field Service Engineers (FSE) to customer site locations
- Master data management using proprietary software module
- Deliver professional support to internal and external customers
- Demonstrate proficiency in data entry with proven computer skills (MS Office/Google Docs, etc.).
- Maintain parts/tracking database and order parts when necessary
- Remote Diagnostic Unit (RDU) monitoring, including monitoring site tasks and alerts
- Schedule quarterly and on-demand support activities on behalf of FSE (Field Service Engineer)
- Proactive with ability to work in a fast-paced environment and respond in real time
- Consistent follow up with customers while setting expectations for service via preferred method of client contact
- Assist Service/Support Team as needed, including updating paperwork, entering service calls via CRM, ordering parts, travel, etc.
- Perform Customer Satisfaction Survey upon closure of service calls
- Team/Individual adherence to iCare defined Key Performance Metrics per Quarterly/Yearly review
- Customer-oriented mentality with ability to take initiative and follow customer issues to completion, identifying and proactively implementing areas for improvement
- Adaptability to ever-changing priorities
- Flexibility working OT and on-call, as needed
- Observe workflow with an eye toward streamlining and initiating best practices

- Special projects as assigned

Skills/Qualifications:

- Proven customer support experience
- Strong phone skills with proficiency in active listening
- Familiarity with basic software systems and practices
- Customer orientation with ability to adapt/respond to different types of personalities
- Excellent communication and presentation skills
- Ability to multitask, prioritize, and manage time effectively
- Collaborative mentality with willingness to “wear many hats”
- High school diploma/college degree with a minimum of two years of relevant experience

To apply:

This is a full-time position based at Southwest’s headquarters in Ontario, CA. Salary will be commensurate with the applicant’s prior experience.

To apply, please email the following to: capitalsales@swmedicalresources.com

1. Cover letter, addressing how many years of customer support, dispatch coordination and relationship management experience you have.
2. Resume
3. A sample of something you have previously written
4. Core Values Index (CVI) results (<https://www.resultist.com/cvi>)

About Southwest Medical Resources

Located in Ontario, CA, Southwest Medical Resources is a privately-owned medical imaging service and repair company with 60+ employees that focuses on high-end MRI, CT, and PET/CT scanners. A close-knit team environment with strong family values makes working at Southwest a warm and exciting workplace. Southwest offers a comprehensive benefits program, including medical, dental, vision coverage and a 401(k) plan. Employees have opportunities for learning and training in a wide range of disciplines.