



Job Title: Customer Service Representative
Posting Date: September 26, 2011
Closing Date: Until Filled
Position Type: Full-Time
Location: Wake Forest (Youngsville), North Carolina

Overview: The primary responsibilities of this position are to take in-bound calls from customers wishing to place orders for medical equipment and supplies and to place outbound calls to follow up and provide status information to customers. Will process orders, answer customer inquiries and resolve customer problems.

Primary Responsibilities:

- Process orders received via telephone, e-mail, fax or mail.
- Provide pricing and product availability.
- Explain products and services.
- Follow up and provide information to customers regarding order status and shipments as requested.
- Review orders for accuracy and make changes to existing orders.
- Evaluate customer concerns and resolve problems to customer's satisfaction.
- Research and resolve billing issues.
- Determine and authorize product returns, credits and re-bills.

Required Skills:

- Prefer candidates with knowledge of EMS/Fire/Rescue industry.
Preference given to EMTs/EMT-Is/EMT-Ps.
- Strong interpersonal skills. Must be able to develop and maintain cooperative working relationships with customers and co-workers.
- Ability to work in a fast-paced, ever-changing environment.
- Basic computer knowledge.
- Perform in accordance with the "Golden Rule."

Application Process:

Send resume along with a cover letter explaining your qualifications **and salary requirements** to: customerservice@seequip.com. **No phone calls.**

PHONE 800-334-6656

FAX 888-556-1048

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