



Customer Service Associate

Location: Rome

COMPANY OVERVIEW

BVI® is a global ophthalmic medical device manufacturer with a mission to deliver high quality solutions and innovation for advancing eye surgery and improving the vision of patients. With nine decades of developing leading products and solutions, BVI partners with ophthalmic surgeons to improve the vision of millions of patients across the globe. Our team supports surgical teams, in more than 115 countries worldwide, either directly or through our network of trusted distributors. Our trusted brands include: Beaver® (Knives and Blades), Visitec® (Cannulas), Malosa® (Single-Use Instruments), Vitreq® (Vitreoretinal Surgical Products) and PhysIOL® (Premium Intraocular Lenses).

PURPOSE

Support customers by providing timely, relevant information, resolving questions, responding to complaints and going the extra mile to engage with customers whilst performing duties in an efficient professional and courteous manner.

Act as front-line support for customers, to ensure customers are satisfied with products, services, and features.

Building sustainable relationships of trust through open and interactive communication both internally & externally. Maintain records of customer interactions, process customer orders, follow communication procedures, guidelines & policies.

RESPONSIBILITIES

- Answer email, telephone, fax and postal enquiries from existing and potential customers efficiently.
- Ensure all customer calls/enquiries are handled within agreed timescales.
- Record information on calls received; maintain detailed and accurate records through ERP & CRM system.
- Identify opportunities to “up-sell” during customer interaction
- Process orders, return authorisations and credit note requests timely & accurately
- Identify, resolve and record customer interactions liaising with Manufacturing sites and other internal departments and locations as required
- Prioritise workload, organise own time so that deadlines are met and enquires are answered promptly or passed to the appropriate person
- Other duties, special projects as required



REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of MS Office suite
- Knowledge of the eye and diseases of the eye
- Knowledge of Customer Service Skills & Practices
- Knowledge of company policies & processes
- Advanced Telephone skills
- Advanced keyboard accuracy
- Intermediate Excel skills
- Ability to use positive language
- Ability to balance multiple priorities
- Ability to establish and maintain effective working relationships with coworkers, managers and customers
- Ability to remain calm, especially when under pressure
- Positive interactions with members of organisation
- Time management

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Business or related field; or equivalent combination of education, training and experience
- Fluent professional English and 1 other European core language... (or e.g. Fluent professional French & English)
- Must have excellent PC/system skills and be computer literate with the ability to learn software programs e.g. Microsoft Office and other databases (ERP Systems)
- Exceptional attention to detail & accuracy
- Strong communication & interpersonal skills
- Strong problems solving skills with high energy and adaptability
- Understand & demonstrate BVI Vision & Core Values
- Calm & consistent demeanour
- Language skills an advantage
- Demonstrable ability to work within an environment of consensus and cultural sensitivity
- Customer Service experience would be an advantage.
- Knowledge of the Ophthalmic Industry or Medical Device Industry would be an advantage



PHYSICAL REQUIREMENTS

- Extensive use of Monitors & keyboard requiring repetitive motion of fingers.
- Extensive use of telephone and face-to-face communication requiring accurate perception of speech.
- Regular sitting for extended periods of time.
- May require occasional travel.

Beaver Visitec International is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Important notice to Employment businesses/ Agencies

BVI does not accept referrals from employment businesses and/or employment agencies in respect of the vacancies posted on this site. All employment businesses/agencies are required to contact BVI's human resources department to obtain prior written authorization before referring any candidates to BVI. The obtaining of prior written authorization is a condition precedent to any agreement (verbal or written) between the employment business/ agency and BVI. In the absence of such written authorization being obtained any actions undertaken by the employment business/agency shall be deemed to have been performed without the consent or contractual agreement of BVI. BVI shall therefore not be liable for any fees arising from such actions or any fees arising from any referrals by employment businesses/agencies in respect of the vacancies posted on this site.