



## Customer Service Representative

Location: Sarasota, FL

### 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

To join our team in a face-paced call center and deliver legendary service to eye care providers nationwide.

### RESPONSIBILITIES

- Deliver a legendary customer service experience with each interaction
- Answer incoming calls and respond to customer emails
- Assist eye care providers in designing and processing custom contact lens orders
- Educate practitioners on product and service information
- Troubleshoot, document, and resolve product or service issues and concerns, according to standard operating procedures
- Develop and maintain a knowledge base of the evolving products and services
- Other duties as required



### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Microsoft Office's suite of products, including Outlook, Word, Excel, SharePoint, and Teams
- Excellent written and verbal communication skills. Can clearly convey product information and sales messages across a variety of key stakeholders, including optometrists, ophthalmologists, and office staff
- Ability to establish and maintain strong relationships with coworkers, managers, and customers
- Ability to manage multiple priorities simultaneously
- Self-starter with the ability to plan and manage time to achieve desired results
- Works with a high sense of urgency to meet and exceed company and customer expectations

### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- High school diploma or educational equivalent
- 3+ years of experience in a service-related role

### **PHYSICAL REQUIREMENTS**

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

Interested? Submit a cover letter and C.V. to  
[TalentAcquisition@bvimedical.com](mailto:TalentAcquisition@bvimedical.com)



*BVI 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.*