



Customer Service Team Lead

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

The Customer Service Team Lead is responsible for supervising a team of Customer Service Specialists to deliver exceptional customer service to BVI's customers.

The incumbent acts as escalation support, to ensure customers are satisfied with products, services, and features, and supports customers by providing timely, relevant information, resolving questions, responding to complaints whilst going the extra mile to engage with customers whilst performing duties in an efficient professional and courteous manner.

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

RESPONSIBILITIES

- Maintain measure and communicate department philosophy, policy & metrics.
- Ensure all customer calls/enquiries are handled within agreed timescales.
- Support & encourage 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.
- Support CSA's in Prioritising workload, time management to ensure deadlines are met and enquires are answered promptly or passed to the appropriate person.
- Supervises staff in accordance with organization's policies and applicable regulations. Responsibilities include planning, assigning, and directing work; appraising



- performance and guiding professional development; rewarding and disciplining employees; addressing employee relations issues and resolving problems. Approves actions on human resources matters.
- The role requires one2one training with CS Associates as well as monitoring engagement/completion of training modules provided by Global Education Team.
 - Other duties, special projects as required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- 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 business software programs.
- Strong analytical & interpretive skills with an ability to manage multiple task.,
- Exercise good judgment and discretion during decision making process in fast paced team environment.
- Exceptional attention to detail & accuracy
- Excellent communication & interpersonal skills
- Excellent problems solving skills with high energy and adaptability.
- Understand & demonstrate BVI Vision & Core Values
- Ability to be calm & consistent under pressure.
- Ability to establish and maintain effective working relationships with coworkers, managers and clients.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in business or related field and 5 years relevant experience; or equivalent combination of education, training and experience
- Knowledge of the Ophthalmic Industry or Medical Device Industry preferred

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.