

# Customer Care Representative

**Classification:** Exempt Full-Time (40hrs.)

**Salary \$38,000 - \$40,000 depending on experience**

## **JOB DESCRIPTION:**

As a representative of Solmetex, you will be responsible for supporting products and services over the phone. Responsibilities will also include a variety of customer service activities to doctors, dental distributors, dental office staff and service technicians.

### **Responsibilities**

1. Direct contact with established customers via phone, fax, email, and online chat.
2. Conduct product presentations over the phone, answer any feature or benefit questions using all necessary means (verbally, email or fax if necessary).
3. Proficient in product knowledge and general regulations to offer technical support and assistance to both distributor and dental clinicians.

### **Qualifications**

1. 2-years Customer Service Experience required
2. Computer Skills- MS Office Word, Outlook, and Excel
3. Experience working with a CRM system preferred
4. Strong communication and telephone skills
5. Ability to work individually and as part of a team
6. 1-year dental office experience preferred

### **Benefits**

1. Competitive salary
2. Medical benefits
3. 401K
4. Paid vacation