



Customer Care Representative

Solmetex, LLC is a rapidly growing company that manufactures innovative products for the Dental Industry and waste management process. Today, Solmetex is the leading company in the amalgam separation space, and our products have been proven around the world to help dental practices achieve compliance in mercury removal.

JOB DESCRIPTION:

As a representative of Solmetex, you will be responsible for supporting dental equipment, dental products, and services over the phone. Responsibilities will also include but not limited to a variety of customer service activities to doctors, dental distributors, dental office staff and service technicians.

Responsibilities

1. Conduct product presentations over the phone, answer any feature or benefit questions using all necessary means (verbally, email or fax if necessary).
2. Proficient in product knowledge and general regulations to support and assistance to both distributor and dental clinicians.
3. Interfacing with customers via online chat
4. Documentation of customer interactions and follow-up
5. Administrative and general Customer Service duties as required.

Qualifications

1. Computer Skills- MS Office Word, Outlook, and Excel
2. Experience working with a CRM system
3. Ability to work individually and as part of a team
4. Dental office or dental equipment experience preferred
5. Competencies in the areas of customer service, organization, problem-solving, and interpersonal and communication skills are highly desired

Benefits

Competitive salary
Medical benefits
401K
Paid vacation