



Job Title: Customer Support Specialist

Work location: **Mainly On-Site (with hybrid flexibility)**

Job Summary

Envoy Medical has a fun and dynamic role available for a friendly, collaborative, detail-oriented Customer Support Specialist. This position is responsible for engaging with customers through various platforms including phone calls, emails, and online services. This individual will be responsible for managing and triaging incoming communications and coordinating surgery scheduling as well as coordinating with other team members to meet the needs of our customers. The position will support accounting and sales with some direct administrative support.

Duties & Responsibilities:

- Serve as the primary point of contact for incoming main line phone calls, emails and online service contacts and customer service inquiries.
- Identify and assess callers' needs while comprehensively recording activity in CRM system to monitor/close tickets.
- Ability to empathize and positively work with patients with hearing loss ensuring they understand you and proactively confirm comprehension.
- Strong sense of urgency and desire to exceed customer expectations.
- Manage routine follow up on issues not resolved on first contact.
- Coordinate introductions and communications between customers and trained healthcare professionals for our products and devices.
- Manage the device implant calendar, documenting when implants are scheduled and helping to coordinate product and technical support.
- Participate in the identification of process improvement opportunities for continuous improvement.
- Support other staff members in the customer service realm with administrative activities including filing, preparing expense reports, printing invoices, and assisting with shipping products, accessories, training, and related information.
- Other duties as assigned.

Position Requirements:

- Four years of customer service experience or combination of education and experience.
- Warm and outgoing demeanor and willingness to go the extra mile.
- Strong interpersonal skills, ability to communicate clearly and effectively through both verbal and written medium.
- Ability to work independently and prioritize activities and workload.
- Minimum of two years' customer service/administrative support experience working directly with customers.
- Familiarity with phone systems and using a CRM system.
- Proficiency with MS Word, MS Outlook, MS Excel
- Highly collaborative team player.

Position Preferences:

- Experience in health care or medical device industry.

Physical Job Requirements:

The physical demands described within this job description are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Significant Work Activities: Continuous sitting for prolonged periods, Keyboard use (greater or equal to 75% of the workday)

Location: Twin Cities Metro Area

Travel: Yes, <10% of the time

The salary range for this role is \$19.23 to \$28.84 per hour based on full-time employment. Pay depends on a variety of factors, which may include as applicable, the local labor markets, qualifications, years and type of relevant experience, specific and unique skills, level of education attained, certifications or other professional licenses held, and the location in which the applicant lives or from which they will be performing the job. In addition to your salary, we offer a comprehensive benefit package including health, dental, vision, life and disability coverage, flexible spending accounts, health savings accounts, 401(k) plan with company match, employee stock purchase program, paid time off (PTO) and a total of 11 (12 during an Election year) Company observed holidays per year (all benefits are subject to eligibility requirements).