

## Job Description

*GMLx Team Member*

**Location: Norcross, GA**

### **Mission:**

To be a trusted partner who drives better business results for our healthcare customers. Together we grow.

### **Position Summary:**

Maintain customer accounts, resolve customer service related issues, and provide support to sales, healthcare and logistics professionals. Responsible for processing transactions in order entry and billing of order transactions. Manage the distribution of products/services for sales personnel and customers to include: picking order shipping order, and inventory transitions. Support of inventory control and reconciliation process.

### **Scope of Role Responsibilities:**

- Assist with challenging client requests or issue escalations as needed
- Build and maintain strong client relationships
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Distribute materials, products and parts based on incoming requests
- Serve as the lead point of contact for assigned accounts
- Provide phone support for inquiries from sales and healthcare professionals
- Provide support beyond standard hours as needed if call volume and/or workload require additional time
- Follow and maintain proper storage methods of temperature controlled items
- Dispose of damaged, defective, or obsolete products through proper regulatory and quality procedures
- Implement and support quality initiatives throughout agency
- Investigate discrepancies and adjust for errors
- As needed compile and inspect incoming/outgoing kits for compliance with specifications and usage
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Track service levels and inventory discrepancies
- Manage inventories by tracking inventory records reflecting product movement, notifying customers when supplies of specific items are low, or when orders would deplete available supplies
- Manage report and analyze agency metrics and productivity
- Process all work in accordance with relevant working practices and standard operating procedures

### **Critical Experience & Skills:**

- Associates Degree or equivalent
- Experience in working in a matrix environment in which collaboration in all directions is necessary
- 1-2 years distribution/customer service experience
- Proficient level with Microsoft Office (Outlook, Excel, PowerPoint)
- Experience working in a fast-paced rapidly growing environment
- Writes and speaks clearly in a variety of communication platforms (E-mail, telephone, in-person)

## **Competencies:**

Accuracy/Quality– Is attentive to detail and accuracy. Committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems and own/acts on them.

Adaptability/Flexibility – Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure and adjust to meet changing needs.

Dealing with Ambiguity - Effectively copes with rapid change. Comfortably handles risk and uncertainty, is not easily rattled.

Dependability – Meets commitments, works independently, accepts accountability handles change, sets personal standards, stays focused under pressure and meets attendance/punctuality requirements.

Innovation - Finds creative solutions to problems/needs that lead to positive outcomes, translates creative ideas into tangible action items.

Integrity/Ethics – Deals with others in a straightforward and honest manner, is accountable for actions, maintain confidentially, supports company values and conveys good news and bad.

Organization – Manages multiple, simultaneous client activities and projects. Organizes resources to accomplish tasks in an efficient and effective way; coordinates multiple people and functions to accomplish a single goal; prioritizes multiple activities, capitalizes on all available resources.

Problem Solving – Interprets data and gives recommendations, solve unique and challenge problems, undertakes task and breaks them down into manageable parts in systematic way and thinks of all possible alternative for a situation.

Sense of Urgency – Makes and executes decisions in swift and timely manner. Pursues everything with drive and preservice often goes “above and beyond” to complete the task at hand.

Teamwork - Meets all team deadlines and responsibility, listens to other and values opinions, help team leader to meet goals, welcomes new comers and promotes a team atmosphere.

## **Physical Demands**

- Moderate to heavy physical activity. Lifting of at least 40 pounds.
- Standing, sitting or moving for extended amounts of time.