



EMPOWERING BIOFEEDBACK & NEUROFEEDBACK PROFESSIONALS SINCE 1972

The Stens Corporation is seeking an energetic Customer Service Representative to join our team. We are a team of individuals dedicated to empowering professionals worldwide by providing the best Biofeedback, Neurofeedback, and QEEG educational programs and cutting-edge technology for enhancing human health and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES OVERVIEW

- Portraying a positive company image and engaging in professional and friendly communications with customers
- Processing orders and quotations by mail, telephone, email, or other employees
- Responsible for answering telephones, filing, participant course registration, hotel conference room reservations, printing and binding catalogs, brochures and lab manuals, and performing other clerical duties as necessary
- Establishing and maintaining customer profiles in Goldmine/CRM
- Help resolve customer problems and answer questions regarding shipping and invoices
- Informing customers of prices, estimated shipping dates, anticipated delays and any additional information needed by customer; printing shipment documents; recording or filing copy of order received
- Following-up on orders to ensure delivery by specified dates
- A/R - help making collection calls

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Associates Degree or Higher and/or two years related experience and/or training; or equivalent combination of education and experience
- Prior experience with sales, customer service, office administrative duties
- Excellent oral/written communication skills- Proficient in English is a must (Bi lingual is a plus)
- Excellent organization skills
- Ability to multi-task
- Ability to work in a team environment and take direction from management and supervisors
- Ability to lift 50lbs
- Knowledgeable with QuickBooks or similar software
- Knowledgeable with GoldMine or similar CRM software

We will train the right person and there is room to grow within our company. We also offer great benefits!

Check us out online to learn more about who we are and what we do.

www.Stens-Biofeedback.com

Apply via this link:

<https://www.stens-biofeedback.com/join-our-team/>

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