

Customer Care Representative

Isolite Systems, a rapidly growing, privately held Goleta based medical technology company is looking for a Customer Care Representative to join our Commercial Team. Specializing in dentistry, Isolite Systems is the pioneer of innovative solutions that make the dental experience easier, faster and safer for dental professionals and their patients.

As a Customer Care Representative (CCR) you will be a primary liaison between the Company and the Customer, providing support for a wide spectrum of customer requests. Overall responsibility is to promote the highest degree of customer satisfaction with individual products and the company, while communicating information and company policies clearly and professionally. Responsibilities include:

- Accurate processing of customer orders
- Updating customer database and records
- Responding to customer requests for technical support, including maintenance, usage, and troubleshooting
- Upselling customers when appropriate, inclusive of adherence to phone scripts.
- Providing status updates in an accurate and timely manner for shipping, accounting or other requests
- Expanding customer knowledge of the products and their clinical applications to promote implementation into customer's standard practice protocol
- Other duties and projects as assigned by management.

Preferred Traits and Abilities:

- Strong attention to detail
- Ability to multi-task effectively and accurately in a fast-paced environment
- A solid work ethic
- Ability to communicate effectively with customers and co-workers professionally, efficiently, and effectively
- Flexibility in a dynamically growing/evolving company
- Ability to interpret a variety of instructions furnished in written and oral form

Qualifications:

- Experience with Microsoft Office Suite
- Proficiency with order entry and CRM systems
- High School diploma required
- College degree preferred
- Experience in the Dental Industry preferred
- Bi-lingual French or Spanish a plus, but not required
- Experience with "Live Chat" customer support and functions
- Stable work history required
- 1-3 years of Customer Service experience preferred

Isolite is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, age, disability, or Vietnam era, or other eligible veteran status, or any other protected factor.