



Position Description

Position Title: Customer Service Representative

Primary Purpose: To provide superior customer service to GenLife tissue services clients through the timely processing of tissue and service requests while ensuring compliance with all GenLife tissue usage policies.

Essential Functions/Responsibilities:

1. Generate quotes for all tissue and service requests in a timely fashion. Recommend and advise clients with respect to the proper requirements and procedures for tissue related activities.
2. Assist GenLife's account executive with the active engagement of prospects at the domestic and international levels for both anatomical orders and professional education events. This includes in-person efforts, electronic and voice communications, and the utilization leads from various reliable sources.
3. Ensure high level of detail in department for documentation, tracking, control, and recordkeeping.
4. Coordinate shipping for all client orders with GenLife designated shippers.
5. Assist with tissue distribution and allocation decisions of tissue to appropriate client requests.

Other Functions/Responsibilities:

1. Assists with the preparation of organizational and project related budgets.
2. Assist with various administrative functions.
3. Other duties as assigned by the Chief Executive Officer.

Reports to: Chief Executive Officer

Prepared: September, 2009



Position Dimensions

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Position Dimensions:

1. Bachelor's degree preferred.
2. Must have a strong understanding of anatomy.
3. 2+ years of customer service experience.
4. Must be organized, diplomatic, creative and efficient working on multiple activities and projects.
5. Excellent oral and written communication skills.
6. Working experience with various computer software applications including database, spreadsheet, and word processing software (Word, Excel, Access)
7. Ability to work under deadline pressure.
8. Ability to work both independently and as part of a team.
9. Attention to detail a must.

Prepared: September, 2009