



GF HEALTH PRODUCTS, INC.

CUSTOMER RELATIONS REPRESENTATIVE

Remote, preferably located in the Central or Mountain Time Zones

Position Summary

Be part of the team that helps place and maintain our medical equipment/furniture in hospitals, nursing homes, ambulatory surgery centers, and in the homes of those in need of assistive devices. Assist customers and our internal team, via various telephonic and electronic means with orders, issues, and a variety of customer needs. Reconcile adverse situations while maintaining positive customer relations and following approved customer support policies and procedures.

General Accountabilities in this Role

- Process customer orders
- Communicate product information and performance of products sufficient to answer customer's basic questions.
- Troubleshoot basic product issues for customers.
- Assist customers, including internal customers, with shipping issues.
- Communicate with internal stakeholders regarding various topics.
- Document all interactions in the appropriate software system.
- Handle any permanently assigned special projects.

Summary Job Requirements

- Associate degree or equivalent combination of education and experience preferred.
- Ability to learn information remotely.
- Excellent interpersonal/communication/problem solving skills (both verbal and written).
- Bilingual in Spanish is a strong plus.
- Computer proficiency in Microsoft Office Word and ability to learn other software systems.
- Strong independent work ethic and ability to multitask.
- Ability to work 11:30 a.m. to 8:00 p.m., Eastern Time Zone.

The Rewards:

- Fantastic team of co-workers.
- Comprehensive benefit package
 - 401(k) with company match.
 - Competitive health insurance plan.
 - Vacation and Personal Days.
 - Company paid holidays.
- Compensation from \$15.00/hour.

To apply for this position please send a cover letter and resume to hr@grahamfield.com

All qualified applicants will receive consideration for employment without regard to race, color, gender identity or expression, age, religion, height, weight, AIDS/HIV status, intellectual disability, mental disability, physical disability, including but not limited to blindness, unless it is shown that such disability prevents performance of the work involved, medical condition, handicap, national origin, ancestry, sexual orientation, marital status, domestic partnership status, parental status, military status, veteran or military discharge status, political beliefs, organizational affiliations, source of income or housing status or any other status protected by applicable law. GF Health Products, Inc. is a drug free workplace.