



Atlantic Therapeutics (AT) is a growing organisation with an exciting product that changes people's lives. Do you want to be part of an industry-disrupting business? Our product is the only non-invasive product on the market that actively treats the root cause of bladder weakness, not just the symptoms. We are building a team of people with the belief, passion and expertise to make our business a success and positively influence our customers' quality of life. Our vision is to enable millions of people each year to restore their pelvic floor, and thereby restore their control, confidence and active lifestyle.

Job Title

We have an exciting opportunity for a **Customer Care Coordinator**, with responsibility for coordinating all aspects of customer support for our growing US organisation.

What's important:

- Customer Care
- Dispatching orders
- Customer fulfilment
- Inventory Management
- Invoicing/Data Entry/ Reporting
- Product Training

The day to day:

- Primary responsibility is customer support to the US market but also to support the broader Customer Support team in other international markets during holiday, absence etc.
- Ensure all FDA & HIPPA Script procedures are followed accordingly.
- Provide support to the US Inside sales team, providing sample product and updated details of HCP prescribers.
- Ensure all direct US customer refunds are posted and processed manually on ERP system daily.
- Liaise with US Warehouse to deal with any customer fulfilment issues.
- Responsible for creating and posting of sales invoices for B2B customers on AT's ERP system (Sage x3) and updating daily report.
- Provide daily support to the third-party external customer care center, to ensure all escalated customer queries are responded to in a timely manner.
- Support the sales team, ensuring all new / existing customers are supported as requested by Account Managers.
- Support the Finance team by keeping control over private, distributor and retail customers.
- During absence cover for other members of the customer service team, responsibilities may include high quality customer care and advice to patients, direct customers and Health Professionals over the phone & via email, Customer fulfilment for all Distributor markets – France, UK, IRL & International. Ensuring all checklists and procedures are released in the QMS and followed as per customer requests.
- Work closely will colleagues in the local US office in a team environment providing support as and when required.

www.atlantictherapeutics.com

www.restorethefloor.com

<https://www.linkedin.com/company>



Where you've come from:

You will have a qualification in Business or a related discipline with experience working in a Customer Service environment.

Who you are:

- Highly organized.
- Analytical.
- Customer focused.
- Clear Thinking.
- Team Player.

www.atlantictherapeutics.com

www.restorethefloor.com

<https://www.linkedin.com/company>