

Customer and Operations Support Specialist (Medical Devices)

Location: Atlanta, GA

Reports to: Head of Operations

Status: Full-time, exempt

ABOUT THE COMPANY

BioCircuit Technologies is a medical device company developing novel, biomaterial-based devices for the surgical repair of nerve and other soft tissues.

POSITION SUMMARY

As a Customer and Operations Support Specialist at BioCircuit Technologies, you will play a crucial role in supporting our sales team, streamlining operations, and ensuring top-notch customer service. Your responsibilities will span across multiple departments, providing a unique opportunity to contribute to various aspects of our business.

KEY JOB RESPONSIBILITIES

- Organize and distribute sales materials to the sales team.
- Assist in preparing for and supporting conferences and trade shows.
- Coordinate with the marketing team to ensure the availability of up-to-date promotional materials.
- Provide exceptional customer service through various channels (phone, email, etc.).
- Address and resolve customer inquiries and issues promptly.
- Utilize CRM and ERP systems to enable accurate sales and materials management.
- Receive and complete incoming inspections of products and materials.
- Process purchase orders accurately and efficiently.
- Fulfill customer orders, ensuring timely and correct delivery.

QUALIFICATIONS

- Bachelor's degree or equivalent experience in sales, biomedical engineering, operations or customer support.
- Strong organizational skills.
- Excellent communication and interpersonal skills.
- Detail-oriented with a commitment to accuracy.
- Ability to work independently and as part of a team.
- Experience with CRM and ERP systems is preferred.
- Previous working experience in a regulated environment (FDA/GMP/Quality Systems and/or ISO 13485 / QS 9001 environment) is preferred.

FURTHER DESCRIPTION

BioCircuit Technologies is a growing start-up company, where you will have the opportunity to receive exposure to all facets of sales, operations, and customer support in the medical device industry (e.g., organizing sales materials, supporting conferences and trade shows, processing purchase orders, fulfilling customer orders, providing exceptional customer service, etc.). Your successful performance in this dynamic work environment will lead to significant potential for continued growth and experience. If you are passionate about sales, operations, and customer support and have a proven track record of experience, we encourage you to apply for this exciting opportunity.

CONTACT INFORMATION

If you are interested in this position, please send your resume and cover letter to jobs@biocircuit.com

