

**Job Title**

Customer Service Representative - Broomfield, CO

Job Summary

Colorado Therapeutics LLC, a commercial-stage medical device company, is looking for a skilled problem solver to join our team as a Customer Service Representative. We need an enthusiastic individual who can field calls from customers and sales personnel, listen to their specific requests, and determine the appropriate course of action. The successful candidate for this role will have a strong command of the company's customer service policies and be prepared to offer quick and accurate assistance. This role includes receptionist/front desk responsibility as necessary.

Responsibilities & Duties

- Professionally manage incoming calls regarding product orders, product comments, sales support, product returns, and any other general requests coming from customers and sales personnel
- Responsible for maintaining a high level of professionalism to establish a positive rapport with every caller
- Complete appropriate documentation to ensure compliance with Customer Service policies and Quality System requirements
- Work with the management team to stay updated on new customer service policies and other sales support needs as the company grows.
- Impact the company's bottom line by providing a positive call experience for every caller

Qualification and Skills

- Previous customer service, reception, and/or call-center experience preferred
- Must be 18 years of age or older
- High school diploma/GED required (Associate degree in a business related field preferred)
- Ability to remain professional and courteous with customers at all times
- Excellent verbal and written communication skills

Details

Location: Broomfield, Colorado

Hours: 8am-5pm Monday-Friday

Compensation: \$14-\$16 hour based on experience

Benefits: Health insurance and three weeks paid time off, after sixty-day evaluation period

Successful candidates must provide proof of eligibility to work in the United States of America and pass a background check and drug screen.

If you are an individual that is able to create strong relationships built on trust, in a team-oriented environment, please send your resume for consideration to info@co-therapeutics.com. Qualified candidates will be contacted for an interview.