

**Job Title    Product Support Associate****Req# 1067-19**

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**Location: Valencia, CA****POSITION SUMMARY:**

The Product Support Associate serves as an in-house resource to provide technical support and limited clinical support for the full spectrum of Bioness products. The associate will interact with various customer types and professionals in domestic and international markets to provide excellent customer service and resolve various cases expeditiously. The customer base the associate will interact with includes home users, distributors, clinicians, therapists, and physicians, in addition to Bioness employees, in-house and in the field. Product Support serves as the designated unit for the intake, investigation, and evaluation of complaints according to FDA and ISO regulations. Accordingly, the associate's documentation activities for this purpose will parallel those associated with general service and support. The associate will have a thorough understanding of product functionality and risk to appropriately evaluate case records, and will contribute to the development, improvement, and consolidation of product knowledge to enhance the knowledge-base and develop its utility. These efforts will further contribute to the overall pursuit of ongoing product improvement and quality. The accomplishment of these functions described herein will often require collaboration and consultation with Sales, Marketing, Quality, Operations, R&D, IT and Regulatory.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Covers an 8-hour shift during business hours ranging from 6 AM to 5 PM.
- Receives and handles inbound calls and emails in a call-center environment to address technical and limited clinical support cases.
- Cultivates and maintains customer relationships through proactive engagement within all levels of the organization.
- Documents activities associated with service and support. Those which meet the criteria for complaints are documented as cases.
- Manages complaint records according to FDA and ISO regulations.
- Fulfill and/or assist with quoting and processing customer orders in accordance with warranty guidelines or standard purchases.
- Independently manage customer escalations with support from management.
- Contribute to knowledge base development and product quality by communicating trends and opportunities for improvement.
- Proactively pursue opportunities to enhance product knowledge in addition to formal training
- Maintains high standards for customer satisfaction commensurate with the organization's status as a world-class provider of life-changing medical technology.
- Must be able to react to change productively and to perform other essential tasks assigned.

**EDUCATIONAL REQUIREMENTS:**

High School diploma or equivalent experience, college degree preferred.

**EXPERIENCE:**

Two years experience in a fast-paced customer/technical support environment. Experience with medical devices preferred.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Must demonstrate an enthusiastic, energetic, and professional attitude. Must have excellent verbal and written communication skills and be able to work in a team environment. Ability to attain goals and multi-task are essential. Solid knowledge of MS Word, Excel, and using the Internet. Strong problem-solving skills, customer service and de-escalation skills required. Data entry experience or ability to type 60+ wpm a plus. Bilingual in English/Spanish preferred. Knowledge of Salesforce CRM and QAD ERP a plus. Knowledge of FDA and ISO regulations, complaint handling, CAPA, and related processes preferred.

**CONTACT:**

Submit resume to [careers@bioness.com](mailto:careers@bioness.com)

**EOE/Minorities/Females/Vet/Disability**