Job Title: Product Support Associate Req 1106-21

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 healthcare professionals in domestic and international markets, providing excellent customer service and resolving cases expeditiously. Essential to this role are bedside manner and the skillful application of product, clinical, and device compliance knowledge. The associate functions within the designated unit responsible for complaint handling according to FDA and ISO regulations. Accordingly, documentation activities will parallel those of service and support, and the associate may work with other departments to help bring investigations to closure. Collaboration can include team members from Sales, Marketing, Quality, R&D, Regulatory, IT and Operations. Similar resourcefulness is applied to supporting management regarding complaints dispositioned to CAPA or medical device reporting.

SPECIFIC DUTIES AND RESPONSIBILITIES:
- Covers an 8-hour shift during normal business hours.
- Receives and handles inbound calls and emails in a call-center environment to address technical and limited clinical support cases.
- Works closely with field sales personnel and clinicians/physicians to ensure end user support needs are fulfilled in accordance with business and compliance requirements, documenting corrections as appropriate.
- Cultivates and maintains customer relationships with an effective bedside manner.
- Fulfills customer orders in accordance with warranty and sales guidelines.
- Independently manages customer escalations with minimal intervention by management.
- Operates within authority to take initiative and creatively manage cases from start to finish.
- Documents and handles complaints throughout the resolution process, assisting Regulatory and Quality with reporting responsibilities.
- Manages complaint records according to FDA and ISO regulations.
- Contributes to knowledge base development and product quality by communicating aberrant trends and opportunities for improvement.
- In addition to formal training, proactively pursues opportunities to enhance product knowledge.
- 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:
BA or BS required, or AA plus 3-5 years' experience in the related field.

EXPERIENCE:
BA, BS candidates: 2 years' experience in medical-device related compliance
AA candidates: 3-5 years' experience for AA candidates.

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. Computer literate with solid knowledge of MS Word, Excel, and Internet/Cloud-based applications. Data entry experience and ability to type 45+ wpm. Comfortable using and navigating Apple and Android-based smartphones. Strong problem-solving skills, customer service and de-escalation skills required. Bilingual in other languages a plus. Knowledge

of Salesforce CRM and QAD ERP a plus. Knowledge of FDA and ISO regulations, complaint handling, CAPA, and related processes preferred.

WORKING ENVIRONMENT /PHYSICAL DEMANDS:
Will interact with all levels within the organization: patients, doctors and physical therapists.

The work environment characteristics and physical demands are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contact: Submit resume to careers@bioness.com.

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