

## **Customer Service Associate**

Recognized as a 2022 Indiana Best Places to Work in Manufacturing, Nexxt Spine LLC., one of the best positioned companies in the medical device industry, is searching for a hard-working and driven Customer Service Associate to join our dynamic Customer Service team. Located in Noblesville, IN, Nexxt Spine LLC has won awards for designing, manufacturing and distributing a rapidly expanding line of spinal implants and instruments.

**SUMMARY:** Hands on role will be responsible for assisting in the day-to-day operations of the company performing a variety of miscellaneous tasks relevant to a growing entrepreneurial company on a full-time basis focusing mainly on the following:

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Communicate with customers regarding products, orders, and customer complaints
- Daily execution of open orders and supply chain proof of delivery
- Ensure all spinal implant surgical sets are complete when shipping to hospitals
- Maintain in-house records of all sets by system, contents, and packing lists
- Manage ERP system transactions, including outbound orders and returned material transactions
- Investigate various order management and fulfillment problems and drive their resolution
- Multiple other responsibilities and duties as may be beneficial to Nexxt Spine to increase the revenue and profitability of the company

### **QUALIFICATIONS:**

- Proficient in the use of Microsoft Office products (Excel, Word, Outlook)
- Excellent verbal and written communication skills
- Self-motivated and be able to self-prioritize
- Ability to work in fast-paced environment and act with urgency
- Strong attention to detail and problem-solving skills are a must
- Experience with ERP systems preferred
- Must have minimum of a High School diploma
- Experience in Medical Device and/or other FDA regulated manufacturing environments are a bonus

### **PHYSICAL REQUIREMENTS:**

- Sitting and standing for extended periods of time
- Ability to lift 20 pounds
- Hand dexterity for completing spinal implant surgical sets

Apply via email to [WWertz@NexxtSpine.com](mailto:WWertz@NexxtSpine.com)

