Customer Service Specialist

Located in East Bay, California, MID Labs, Inc. has been a high growth company, dedicated for more than 30 years to the R&D, manufacturing, and marketing of medical surgical devices used to prevent blindness.

**POSITION SUMMARY:**

Serve customer needs, manage marketing activities, and participate in general administration function:

* Accepting orders, manage shipments;
* Assist in price setting/maintaining global price list;
* Conduct distributor surveys and assist distributor selection;
* Conduct post market survey and process complaints;
* Plan and execute trade show activities; Coordinating marketing materials;
* Follow up with sales leads; Explore social media for brand awareness;
* Collect and apply customer payments;
* Analyze and report revenue trend;
* Play an intricate role in overall sales, marketing, and administrative capacity.

**SKILLS AND EXPERIENCE:**

Skills:

* Strong customer service skills;
* Strong communication and interpersonal skills;
* Self-motivated, organized, adaptable;
* Basic understanding or sales and marketing techniques;
* Ability to organize and prioritize work and to meet deadlines.

Required Experiences:

* 3-5 years sales, customer service, and/or marketing administration experience;
* This position requires some travel (mainly domestic trade shows);
* Proficiency in Microsoft Office and MRP.

Preferred Experiences:

* Technical understanding of medical device products;
* Ability to synthesize and interpret customer needs with product availability/pipelines;
* Previous experience in medical device manufacturing or regulated environment;
* Knowledge of FDA QSRs and ISO 13485

**EDUCATION:**

College education preferred but not required.

**Interested and qualified candidates, please send resume to careers@midlabs.com**