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## Customer Care Specialist

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<b>Reporting to:</b> Customer Care Team Leader	<b>Direct Reports:</b> N/A
<b>Department:</b> Marketing	<b>Location:</b> Office based - Watford

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### Company Information

Established in 2000, Clinisupplies is a UK based medical devices company specialising in the manufacturing and marketing of products for the primary and secondary healthcare sectors.

#### *Vision*

Access to precision medtech for every patient, globally.

#### *Values*

- Agile
- Inquisitive
- Collaborative

### What do we stand for?

#### *Same on outcomes. Better on price*

At Clinisupplies, we want to make a difference in healthcare. That means understanding our customers' needs and delivering on their biggest priorities. We recognise that the NHS needs to offer quality of care and save money – that's why Clinisupplies offers products that are designed to deliver value to customers. With a strong focus on Urology, Wound & Skin care, and Wound Closure, our products and services are developed to assist clinicians and patients, with practical solutions that provide high quality outcomes at an exceptional price.

## **Job Purpose**

As a Customer Care Specialist you will use our omnichannel service to register, place orders, and answer order related queries. You will also play a role in processing and approving prescriptions as well as answering inbound and outbound calls in our contact centre.

## **Key Responsibilities**

Reporting directly to the Customer Care Team Leader you will:

- Be responsible for introducing new patients to the business through welcome calls and welcome letters
- Be responsible for completing retention calls during specified time frames to existing customers to provide an efficient repeat prescription service
- Be the primary point of contact for repeat prescriptions between customers and the business through receiving and replying to communications (including telephone calls and emails and web) in a professional, courteous and timely manner
- Promote the dispensing service and its initiatives
- Ensure the patient database is updated with customer details, any special instructions and follow up call dates and responses
- Assist in the follow up of outstanding prescriptions to ensure the delay in customer service is at a minimal
- Accurately record and process customer orders on the relevant computer systems
- Assist in monitoring and entering Electronic Prescription System nominations, endorsing, and claiming
- Assisting in maintaining stock levels and reporting issues relating to stock
- Be able to switch from different tasks such as answering the phone to admin focused
- Generate revenue by ensuring exemption fees are collected and payments are processed
- Maintaining our contact centre service level agreements in line with agreed KPI's
- Assist the Customer Services Department with any duties as reasonably required
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## **Experienced Required**

- Experience in a telephone based customer service role
- Good literacy and numeracy to GCSE 'O' level
- Intermediate IT skills (Microsoft Office)
- Excellent organization skills
- Good communication skills and excellent telephone manner when dealing with customers
- Excellent attention to detail when listening and placing orders
- Excellent data input and ability to analyze data
- Ability to use multiple systems at one time and Ability to learn new process and systems
- Ability to carry out a repetitive task involving data input or phone calls
- Can multi-task in a busy, customer service environment

**Desirable**

- Has some experience of working in a medical or healthcare environment
- Has some experience of working in a busy contact Centre environment

The working hours are 35 hours per week Monday-Friday between 08:00am – 18:00pm. Occasional Saturdays 09:00am-12:00pm

Clinisupplies is dedicated to the continuous development of our employees and offer excellent career prospects for the strong candidate. We offer an attractive benefits package including a competitive salary, 26 days holiday (increasing with service) plus bank holidays, pension, profit related pay, life assurance and personal accident insurance.

Clinisupplies Limited is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

**How to apply**

If you are interested in this position, please forward your CV to [recruitment@clinisupplies.co.uk](mailto:recruitment@clinisupplies.co.uk)

Please note that in addition to the interviews there will be assessments as part of our recruitment and selection process.