

POSITION: Account Service Representative (ASR)

Full Time Employee:

ReNu Medical is a medical device reprocessor that serves hospitals with High Level Disinfection (HLD) reprocessing services.

The Account Service Representative (ASR) role at ReNu Medical will conduct on-site education, device collection and provide customer service and support to ReNu Medical accounts in specified territories.

Core Competencies Requirements

This position is critical to the success of our service organization. An ASR is responsible for all aspects of meeting our customer needs on site in hospitals. Education regarding ReNu's HLD process and device collection will comprise the majority of the workday in an effort to assure all customers' needs are met.

Responsibilities and Commitments

- In-service
- Education
- Collection of devices
- On-Site customer care
- Tracking and management of multiple facilities weekly
- Possible other job related duties as required.

Knowledge/Skills/Ability

Proven oral and written communication skills

- Strong work ethic
- Independent working and decision making skills
- Easily adaptable to a fast-paced environment
- Working knowledge of the product offering and company vision
- Hospital knowledge and experience

Professional Qualities

Required Knowledge/Skills/Job Qualifications:

- Self Discipline
- Focused on tasks
- Honesty and Integrity
- Excellent communication skills, both written and oral
- Manage multiple relationships well
- Reliable and self sufficient
- Detail oriented and organized
- Aggressive, competitive and committed
- Highly motivated with a desire to be successful
- Effective time management skills
- Team Player