

Clarion Medical Technologies Inc., a medical distributor of innovative technology solutions has been operating in Canada since 1989. Over that time, we have gained a superior reputation for our dedication to the Canadian healthcare community (hospitals and clinics) within the aesthetic, ophthalmic and surgical marketplaces.

Clarion is committed to building customer relationships for life by delivering innovative medical solutions that improve the lives of our customers and their patients. We are currently looking for a **Bilingual Customer Service Representative** to deliver outstanding customer service to both internal and external customers by demonstrating ownership of all requests.

Responsibilities

- Respond to external and internal customer calls in a prompt and professional manner in order to ensure efficient and prompt dispatching of service requests, service calls and customer requests.
- Coordinate and track all emergency repairs, installations and replacement activities with service technicians and customer.
- Accurately enter service request details and relay details to appropriate service technician or customer.
- Schedule, coordinate and document all equipment loaner details including arrangements for shipping, pickup and returns.
- Prepare accurate service quotations for customers.
- Coordinate and track all repairs, CSA and QC equipment activities with Lab Technicians and customer.

Key Competencies and Skills

- Interpersonal skills
- Excellent Communication skills in both English and French
- Problem solving skills
- Time Management skills
- Organizational skills
- Stress management skills
- Attention to detail



Formerly **COHERENT-AMT**

Qualifications

- Post-secondary Degree or Diploma and 3 years experience or a minimum of 5 years work experience in a technical customer service department