

# **MEDability Healthcare Solutions, Markham, ON**

## **Home Medical Equipment Customer Service Representative (2)**

MEDability is dedicated to supporting and enhancing the quality of life, independence, health and well-being of individuals in the YORK REGION, GTA, Durham communities by offering a comprehensive line of Home Medical Equipment and links to community services.

**LOCATION:** Markham, Ontario

Full Time (1)

Part Time (1)

Key responsibilities of a Customer Service Representative include:

- To provide efficient and courteous customer service
- Provide compression and other fittings – stocking, braces, custom fittings
- Answers customer inquiries regarding products, policies, service, ADP process, mobility equipment process.
- Resolves customer complaints according to established guidelines
- Purchasing of equipment and parts
- Receive incoming orders
- Complete all sales related paperwork
- Control cash, cheques, etc. in accordance with the cash handling policy
- Perform other duties as required

### **QUALIFICATIONS:**

- Superior interpersonal and listening skills – pleasant, approachable, and patient
- Effective verbal and written communication skills
- Commitment to providing superior customer service
- Punctual and reliable
- Previous retail experience required

- Previous experience in the Healthcare industry an asset
- High School Diploma

WORK HOURS : Monday to Friday 9:00 a.m. to 5:00 p.m. (Full Time Position)

**Job Type:** Full Time (1); Part time – Saturday 10:00 to 2:00 (1)

Please submit resume to: [info@MEDability.com](mailto:info@MEDability.com)

We will be communicating with you through this e-mail address. Please be sure to take necessary steps, such as adding the address to your address book, to avoid having correspondence caught in your e-mail filters.

CONTACT: [info@MEDability.com](mailto:info@MEDability.com)

WEB SITE: [www.MEDability.com](http://www.MEDability.com)

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