



**SeaSpine, Inc.
Job Description**

Job Title:	Customer Service Representative
Department:	Sales
Reports To:	Customer Service Supervisor
Education Required:	High school graduate
Education Preferred:	Associate or Bachelor's Degree
Experience Required:	2 years of administrative experience
Experience Preferred:	2 years administrative experience including 1 year of customer service experience

Main Responsibilities:

- Represent the company for processing of sales orders, replenishment and tracking of field inventory needs
- Establish relationship with Sales Agents as the primary contact for field requests
- Monitor open sales orders and create customer invoices
- Maintain and update Customer Service filing system
- Assist in the handling of product complaints and returns
- Update loaner and consignment tracking reports