

# CUSTOMER CARE REPRESENTATIVES

Westlake, OH • Orlando, FL • Phoenix, AZ

OxyGo and its subsidiaries, has immediate openings for Inside Sales/Customer Care Representatives. OxyGo team members are highly successful, adaptable, and intelligent with a proven track record of sales & customer care success. Join a Company where team members enjoy a team-oriented atmosphere, great work-life balance, extensive product training, and an exciting growth culture!

## About the role:

- Responsible to fulfill a variety of Customer Care tasks covering all of our subsidiaries including order entry, follow-up, tracking and handling all general customer inquiries generated from phone calls, web, EDI, fax, etc.
- Responsible to prospect, qualify, and close sales
- Understand the needs and expectations of customers and provide relevant solutions using OxyGo products
- Engage in product & technical discussions to identify needs and provide relevant solutions
- Provide support to the OxyGo repairs team
- Identify methods to improve the overall customer experience
- Identify opportunities and ways to improve existing and new accounts by demonstrating the ability to promote and upsell monthly specials and promotions
- Model core values of the Company by providing outstanding customer service and creating positive, long-term relationships with customers
- Identify opportunities to promote and up-sell special promotions and product offerings
- Achieve short and long term sales targets
- Communicate effectively with Company leadership

## Skills and Abilities

- Excellent communication skills both verbal and written
- Adaptable and flexible in changing situations with customers, team members and products
- Coachable, with a drive to learn and grow
- Ability to handle customer calls promptly and professionally
- Desire to work autonomously towards goals
- Ability to balance sales persistence with customer care courtesy

## Education and Experience

- Proficient Microsoft Office and knowledge of NetSuite or other ERP systems a plus
- An Associate Degree in Business or equivalent experience in related field
- 2-5 years of inside sales or customer care experience
- Customer service experience including phone calls and data input
- Experience selling medical products B2B; home healthcare equipment market experience a plus
- Experienced using CRM, HubSpot a plus
- Experience with data analytics a plus

**Compensation:** Market competitive relative to experience. Generous signing bonus available. Submit resume with history or requirements to Human Resources: [khogan@oxygo.life](mailto:khogan@oxygo.life)

**Benefits:**

- Medical insurance
- Dental insurance
- PTO
- Paid Holidays
- Life insurance
- LTD insurance
- 401k with company match

**Covid 19 Precautions:**

The Company follows current CDC guidelines when establishing work policies regarding the health and safety of our employees. Health and safety requirements are in place for visitors and employees. It is preferred that employees maintain a fully vaccinated status for the health and safety of all team members.

**Other Requirements:**

Successful clearance of pre-employment background and drug screen required. The Company conducts business with the Federal government and complies with all applicable Federal laws, regulations, and guidelines. For employment, all persons hired must provide valid proof of identity and eligibility to legally work in the United States.

**An Equal Opportunity Employer**

**ADA Compliant**

**Drug-free and smoke-free workplace**

**Visit Our Websites to Learn More About the OxyGo family of Products:**

- [www.oxygo.life](http://www.oxygo.life)
- [www.applied-inc.com](http://www.applied-inc.com)
- [www.oxyfuelsafety.com](http://www.oxyfuelsafety.com)
- [www.lifecorporation.com](http://www.lifecorporation.com)