



Position Purpose/Overview

The Removables Technical Consultant position is responsible for technical support to our removables customers. This position is a combination of client interaction ensuring customer satisfaction/retention, system/database administration, and clarification of prescription non-conformances prior to fabrication.

This position ensures that manufacturing teams receive complete prescription and work instructions to aid in proper fabrication.

Responsibilities/Duties/Functions/Tasks

- Provide phone consultation and technical advice to customers including doctors and dental office staff.
- Provide recommendations to customers on appropriate material options for best product outcome.
- Make outbound calls to dental office customers to resolve out of production case issues.
- Evaluate case issues and provide alternative solutions to customers in order to prevent remakes.
- Ensure call communications are properly documented in the customer relationship management system (CRM) including saving and attaching photos to case records.
- Maintain key performance indicators for call productivity such as case turnaround time and call volume.
- Accurately represent DDS Lab products and warranties.
- Ensure that customers receive a follow-up or response to inquiries within designated time frames determined by management.
- Provide support to Account Management and Inside Sales teams by proactively accepting escalated technical calls transferred from non-technical staff.
- Manage Aging Cases workload by sorting and organizing cases as needed to meet customer fulfillment requirements.
- Respond to non-technical customer questions in order to maintain a one-call resolution and high customer service standards.
- Comply with safety and health protocols.

Qualifications (Experience, Education, Licensure, Certification)

- Ability to respond to angry and aggressive customers in a professional manner.
- Utilize on-the-spot stress reduction management techniques to avoid an unsatisfactory customer experience.
- Understand application of case materials and solutions.
- Ability to problem solve within a limited time frame while a customer is on the phone.
- Ability to maneuver a mouse, digital camera and use basic keyboarding skills to alternate between several databases.
- Maintain the highest degree of professionalism, remembering to speak clearly, using a positive tone of voice during customer calls and while working in the call center area.
- Superior attention to detail.
- Dependable and reliable; willing to take on needed duties to fulfill the goals of this operation and take responsibility for one's own actions.
- Ability to adhere to assigned schedule.