

Customer Service/Inside Sales Representative

DMS Pharmaceutical Group (“DMS”) is a full line pharmaceutical wholesaler and specialty distributor. DMS has been in business since 1995 and is recruiting for a customer service/inside sales representative position to work in our Park Ridge, IL facility.

Responsibilities

- Responding to customer inquiries/requests through incoming calls and emails.
- Provide a positive customer service experience, which includes, quick response to customer needs and problem solving
- Responsible for managing specific accounts and processing customer orders
- Cold calling prospective new business
- Investigating customer issues in a professional and timely manner
- Ensuring that every customer interaction is in alignment with company values
- Maintaining strong product knowledge
- Complying with all policies and procedures

Qualifications

- Two-year associate’s degree, technical vocational training or combination of experience and education
- Ability to communicate effectively both written and orally
- Ability to prioritize work load and consistently meet deadlines
- Ability to handle multiple tasks simultaneously with solid time management skills
- Ability to resolve customer issues quickly and creatively in order to improve customer satisfaction
- Ability to handle escalated issues by proactively evaluating and recommending solutions to customer challenges
- AS400 background a plus

Job Type: Full-time

Please send your resume to rx@dmspharma.com