



Customer Support Specialist

Department: Customer Experience

Reports to: Customer Support Manager

Location: Middletown, PA

Company: MacuLogix, Inc. is a medical device company based in Middletown, PA. MacuLogix is the only company to equip eye care professionals with the instrument, tools and education needed to effectively diagnose and treat patients with AMD. By leveraging the science of dark adaptation through its AdaptDx, MacuLogix is working to eliminate preventable blindness caused by AMD, a chronic, progressive disease that impacts over 170 million people worldwide and goes undiagnosed in 25 percent of patients. Through its AdaptDx dark adaptation biomarker, MacuLogix enables eye care professionals to detect, monitor and treat AMD three years before it can be seen clinically.

Current Need: The Customer Support Specialist is responsible for all customer service related inquires and maintains the highest standards and efficiency to provide a high level of customer satisfaction. The Customer Support Specialist represents MacuLogix to provide customer service, technical and logistical support to our AdaptDx customers and potential customers as a vital part of our mission to support AMD Centers of Excellence with our users. This Specialist will respond and or direct all inquiries related to the AdaptDx, from customers, their staff, Practice Management Consultants, and the Regional Sales Executives in a responsive and professional manner.

Specific Functions of the Job:

- Serves as a contact for inbound customer and sales communications and inquiries
- Track inquiries in CRM
- Proactively communicate to Manager of Logistics and Customer Support Manager, and provide feedback on complaints, inquiries, and resolutions that affect MacuLogix and the AdaptDx
- Support Customer Experience Department with special projects as needed
- Adhere to all MacuLogix Marketing and Sales policies and directives
- Follow up and confirm deliveries of instruments and tables to customers
- Create, collect, and follow up on customer comments (cards / surveys)
- Assist in shipping materials to field-based employees
- Assist with shipping confirmations
- Work with vendors on shipments, deliveries, and pick-ups
- Complete service requests
- Hours may be varied or staggered based on customer needs



Minimum experience, abilities required:

- Professional demeanor
- Excellent customer service and interpersonal skills.
- Professional communications skills to include written and verbal
- Timely, efficient, and organized
- Analytical, detail oriented
- Cooperative, team oriented
- Able to multi-task and manage changing priorities
- Proficient in Excel, PowerPoint, Word, Outlook
- Able to maintain confidential Company related information
- Self-Starter, able to work independently with little supervision
- Ability to work in a diverse office environment and work cross functionally as well as independently and remotely
- Travel requirements, less than 5% annually
- A valid driver's license

Preferred candidates will have:

- Experience with ophthalmic medical device
- Extensive understanding and usage of computers and accompanying software (PowerPoint, MS Excel, MS Word, Outlook as well as CRM, Microsoft Dynamics)
- Bachelor's Degree preferred; experience can be substituted for degree.
- Minimum of 2 years of experience in an ophthalmology or optometry clinic or in the ophthalmic diagnostic industry or comparable experience
- Basic understanding of medical billing and coding guidelines
- Knowledge of the ophthalmic diagnostic industry, or practical experience within an optometric or ophthalmic practice

Direct Supervision of the following Positions

- Current Positions: None
- Future Positions: TBD