

## About NeuroMetrix

NeuroMetrix is a publicly-traded, innovative healthcare company that develops and markets wearable therapeutics and point-of-care tests that help consumers and physicians better manage chronic pain, nerve diseases, and sleep disorders. They have recently launched a new premium wearable pain relief device that is FDA cleared OTC for day or night treatment of chronic pain. The company is making a significant investment in the new consumer health division and the Customer Care team is growing to support the growth of the brand and division. We are looking for a Customer Care Representative (CCR).

For more information, please visit <http://www.NeuroMetrix.com> or <http://www.quellrelief.com>

## NeuroMetrix Location:

NeuroMetrix is conveniently located in Waltham MA. It is easily accessible from Boston and the western suburbs. It is also a reasonable commute from the northwest and southwest suburbs.

## Job Position: *Customer Care Representative (CCR)*

### Job Summary:

Responsibilities will be both internally and externally focused. CCRs serve as the front line to customer support and care and will proactively assist customers on the use of NeuroMetrix equipment. The position will require great attention to detail and be responsible for trouble shooting our customers issues ranging from product use, expectations, technical resolution, general clinical questions, returns/refunds, and other general inquiries. The CCR will take orders from consumers and continually surprise and delight our customers. CCRs will also work with the Sales team to help grow and maintain the customer base.

This position is visible to all levels in the company and it reports to Senior Manager of Customer Care. CCR's will be outward facing to encourage collaboration with other departments. The position requires a close working relationship with other members of the Customer Care team as well as the ability to take ownership and work independently in areas of direct responsibility.

### The ideal candidate for this position:

- Strong interpersonal skills. Organized, attentive to detail, project management ability. Interested in learning, open to exchange of ideas and a team player.
- Strong communication skills both oral and written. Self-starter, assertive, and have the ability to work well within a fast-paced environment.
- Bachelor Degree.
- 3+ years' experience in Customer Care & Inside Sales, preferably in premium consumer product or technology company.
- Must be proficient with MS/Windows applications including excel, word, access, CRM systems and associated reporting.

### Duties and Responsibilities

- Proactively work with customers to solve product and warranty issues for Quell.
- Ability to handle a high call/email regarding Customer Care volume environment.
- Work closely with Healthcare Providers to ensure World Class Customer Care.

# NEUROMetrix®

- Maintain customer records on Salesforce.com and other company databases.
- Handle incoming consumer and Healthcare provider sales inquiries by understanding their needs and closing sales.
- Provide assistance to Sales and Marketing.

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