



## CUSTOMER EXCELLENCE ADVOCATE: Job Description



Are you a keen problem solver with a positive outlook and amazing communication skills? Are you someone who gets excited by working with people and is constantly looking for ways to deliver an excellent customer experience. As a rapidly growing company, we are looking for an individual who can partner with us to support our customers, shape new ideas, implement new processes across our organization, and who prides themselves on delivering the highest standards of service in every stakeholder interaction. Engaging, committed to self-development, and passionate about bringing others on the journey, our perfect candidate is someone who is highly people-focused that can grow with us.

### ROLE OVERVIEW:

You will be joining an established Customer Excellence team at our Chicago support office, serving our customers and staff nationally with projects, data reporting, and communications support that helps us deliver an exceptional customer experience. Joining Daniels you would be propelled into a very exciting and fast-moving environment; we are an entrepreneurial company passionate about driving genuine brand engagement and customer results. As a company we are “old enough” to have maturity in our business, successes and brand identity but “young enough” to be agile in responding quickly to change, recognizing areas for improvement, and adopting new processes that will enable greater efficiency and a higher quality standard of service to our customers.

### WHAT YOUR ROLE WILL INVOLVE:

- ✓ Deliver a positive customer experience through multiple communication channels including phone, e-mail and live chat
- ✓ Support the Customer Excellence team in data clean-up and information-reconciliation
- ✓ Deliver a closed-loop customer experience, engaging with internal stakeholders to ensure the customers' needs are understood and met
- ✓ Own issue-resolution for customers | communication, investigation, reporting, team assignment and escalation
- ✓ Facilitate new customer welcome calls and customer engagement touch-points
- ✓ Work alongside our national administrative staff and corporate support teams to troubleshoot customer challenges and deliver a well-considered solution
- ✓ Work in partnership with our Customer Excellence team to drive new initiatives that will improve the efficiency and impact of our customer experience

### CONTINUED....



# CUSTOMER EXCELLENCE ADVOCATE:

## Job Description Continued....

### SKILLS:

- A people person, someone who genuinely enjoys connecting with people
- Clear communication skills with the ability to comprehend and deal with customer situations in a calm, helpful and objective manner.
- High attention to detail and quality documentation skills
- Efficient Typing Speeds and clear written communication skills
- Ability to work to deadlines and manage your time well
- Problem-solving ability in uncovering customer challenges and delivering a well-considered solution
- Skilled in working effectively with cross-functional teams
- Salesforce experience highly desirable but not essential
- Experienced across the Microsoft Office platform | Excel, Word and Outlook

### WHO ARE WE? WHY WOULD YOU WANT TO JOIN US?

We are a healthcare service company providing safety systems and medical waste collection for hospitals, medical centers, surgical centers, nursing homes and an array of customers within the healthcare setting. Our focus is delivering quality and safety-focused medical waste management services that reduce needlestick injuries, positively impact infection control and reduce environmental burden. Underpinning all of our services is a focus on supporting our customers to do what they do best – deliver excellent patient care.

**We are a growing company with endless possibilities for growth; you will not feel stuck in your position. Daniels Health offers support and training for those that really want to make an impact and grow personally and professionally.**

