



## **AL-TAR Sales, Repair, Maintenance & Calibration Services for Scientific Instruments**

**AL-TAR has an immediate need for a Customer Service Rep/Dispatcher in our Tennessee location.**

We are looking for an energetic and highly organized team member to work with a supportive team in our TN location. The primary focus is to ensure conformance with Quality System requirements for our Biotech, Clinical and Pharmaceutical customers. It requires an affinity for proofreading, answering a multi-line phone system and management of our CMMS. A conscientious, proactive attitude and administrative background is required.

**AL-TAR, Inc.** ([www.AL-TAR.com](http://www.AL-TAR.com)) is a leading Independent Service Organization of laboratory equipment maintenance and repairs, calibration and PM programs for hospitals and healthcare systems with US headquarters located in Sunnyvale CA. At AL-TAR, our mission is to provide customer satisfaction by providing quality, economical and rapid response from our professional service team.

### **Purpose of Job:**

Maintain compliance in the areas of document control and supplier control for company as well as clients in support of company's strategic plan.

### **Responsibilities:**

- Act as a data entry clerk for numerous clients in order to process all documents through both internal and external systems in a timely manner
- Dispatch field service technicians to customer accounts
- Ensure client work orders are closed in a timely manner
- Schedule upcoming service appointments
- Maintain a computer database of all filed documentation that ensures fast retrieval of documents
- Maintain the flow of both electronic and hard-copied controlled documents
- Answer phones as needed
- Support company goals and objectives, policies and procedures

## **Education Requirements:**

High school diploma, with some college or equivalent appropriate industry experience...

## **Experience Requirements:**

0-2 years of work experience

## **Other Qualifications:**

- Administrative experience
- Inside sales and marketing
- Must be able to follow multiple projects through to completion
- Proficient and thorough reader
- Ability to perform word processing and create basic spreadsheets, as well as work in
- Adobe and numerous on-line media
- Ability and willingness to learn/ use new software programs
- A high attention to detail and orderly focus
- Can follow instructions
- Will be a pro-active problem solver
- Work to maintain efficiency and quality balance in your work
- Team player
- Good communicator
- Ability to prioritize across numerous projects and varying dates

## **Benefits Package**

We offer an excellent benefits package, including:

- Medical
- Dental
- Vision
- 401(K)
- Company car
- Phone
- Laptop
- Holidays, vacation, and personal time

*It is the policy of AL-TAR to promote equal employment opportunities through a positive continuing program. This means that AL-TAR will not discriminate, nor tolerate discrimination,*

*against any applicant or employee because of age, race, color, religion, gender, sexual orientation, national origin, citizenship status, age, disability, veteran status or genetic information. Additionally, it is the policy of AL-TAR to provide an environment for each AL-TAR job applicant and employee that is free from sexual harassment, as well as harassment and intimidation on account of an individual's race, color, religion, gender, sexual orientation, national origin, citizenship status, age, disability, veteran status or genetic information.*

*EOE.*