POSITION DESCRIPTION: CUSTOMER SERVICE SPECIALIST

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Transforming Lives

POSITION DETAILS			
Position Title	Customer Service Specialist	**Location**	Salt Lake City, Utah
Reports To	Head of Operations	**Major Relationships**	Head of Support, Customers, clinicians, distributors, service repair team, logistics team, operations team, sales team, marketing team, products team
Direct Reports	NIL	**Date**	July 2026

COMPANY MISSION	
Mission	To instil confidence through innovation, enabling others to unlock life's full potential.

COMPANY VALUES	
Excellence	We have passion for our progress
Courage	Owning our beliefs and actions takes courage
Collaboration	Our success comes from team effort
Care	We foster a culture of kindness and responsibility

POSITION PURPOSE

The purpose of the Customer Service Specialist is to deliver exceptional service and support to customers by acting as a primary point of contact for enquiries, orders, issues and product-related support. The role ensures a positive customer experience by providing timely, accurate, and professional assistance while building strong customer relationships and maintaining a high standard of service.

MAIN ACCOUNTABILITIES

Quality	**Delivers accurate and efficient customer support**	• Serves as the first point of contact for customers, clinicians, distributors and other external stakeholders. • Responds to customer enquiries via phone, email, CRM systems and other communication channels in a timely and professional manner. • Accurately captures and maintains customer information, service records and correspondence. • Processes customer orders, returns, repairs, replacements, and service requests in accordance with company procedures. • Monitors and manages customer support tickets to ensure all enquiries are resolved within agreed service levels. • Escalates technical, product, quality, or regulatory concerns to the appropriate internal teams. • Identifies opportunities to continuously improve customer service processes and customer satisfaction. • Maintains a thorough understanding of TASKA products, processes, and customer support procedures. • Supports compliance with applicable quality, regulatory and corporate requirements. • Maintains confidentiality and professionalism when handling sensitive customer information.
People	**Is open and willing to act as a key team member**	• Attends team meetings and one-on-one meetings as required by the Manager. • Builds effective working relationships across operations, logistics, repairs, commercial, engineering, marketing and regulatory teams.

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		• Shares knowledge and information openly to support organisational success. • Contributes positively to a collaborative and inclusive team environment. • Demonstrates accountability and ownership for customer outcomes. • Supports onboarding and training of new team members where required. • Acts as a role model for TASKA's values and expected behaviours. • Promotes and maintains safe work practices and compliance with the Occupational Safety and Health Act.
Customer	**Creates exceptional customer experiences**	• Delivers customer service that reflects TASKA's commitment to excellence and care. • Builds trusted relationships with customers, clinicians and distributors. • Act as an advocate for customers by ensuring their needs are understood and addressed. • Proactively follows up on customer enquiries, repairs, orders, and service requests. • Coordinates with internal teams to provide timely updates and resolutions. • Identifies and communicates emerging customer trends, issues, and opportunities for improvement. • Supports customer retention by providing a consistent and positive experience across all customer interactions. • Assists customers in understanding product features, service processes, and support resources. • Supports the achievement of customer service and customer satisfaction targets.
Finance	**Supports efficient and effective operations**	• Processes customer transactions accurately and in accordance with company procedures. • Assists with maintaining accurate records relating to orders, repairs, warranties, and service activities. • Supports inventory, repair, and logistics administration activities as required. • Ensures work is completed in a timely manner and within agreed service expectations. • Contributes to operational efficiency by identifying process improvement opportunities. • Provides reporting and administrative support to the Head of Operations as required.

CORE BEHAVIOURS	
Communication	• Communicates professionally, respectfully, and clearly with internal and external stakeholders. • Produces accurate and professional written communications. • Listens actively and seeks to understand customer needs. • Handles difficult conversations with empathy and professionalism. • Provides clear and timely updates on customer issues and requests. • Adapts communication style to suit the audience.
Teamwork	• Actively contributes to team objectives and a positive team culture. • Shares knowledge and information willingly. • Collaborates effectively across departments to achieve customer outcomes. • Supports team decisions and organizational initiatives. • Recognizes and values the contributions of others. • Demonstrates flexibility and willingness to assist where needed.
Customer Service	• Places the customer at the centre of decision-making.

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	• Takes ownership of customer issues through to resolution. • Maintains a positive, solutions-focused approach. • Demonstrates empathy, patience, and professionalism in all interactions. • Consistently looks for ways to improve the customer experience. • Builds trust through reliability, responsiveness, and follow-through.
Continuous Improvement	• Identifies opportunities to improve customer satisfaction and operational efficiency. • Embraces change and contributes positively to improvement initiatives. • Seeks feedback and applies learning to improve performance. • Demonstrates curiosity and a willingess to learn new systems, products and processes. • Supports a culture of innovation and continuous improvement.
Planning & Organisation	• Effectively manages competing priorities and deadlines. • Maintains accurate records and ollows established processes. • Demonstrates attention to detail and strong administrative discipline. • Takes a proactive approach to workload management. • Consistently follows through on commitments and responsibilities.

SKILLS, QUALIFICATIONS AND EXPERIENCE	
Qualifications	No tertiary qualification necessary.
Experience	1-3 years' experience in a customer service, customer support, service coordination or a similar customer facing role. Experience managing customer enquiries or service requests from initial contact through to resolution. Experience using CRM, ERP, ticketing or other customer/service management systems. Experience within the medical device, healthcare, prosthetics, technical products or another regulated environment is preferred but not essential.
Skills	Strong verbal and written communication skills, with the ability to communicate clearly and professionally. Strong customer service and relationship-building skills. Ability to take ownership of customer enquiries and issues and follow them through to resolution. Strong organisational and time-management skills. Ability to recognise recurring customer issues and trends.

FINAL