



<b>Job Title:</b>	Customer Service Representative – Healthcare	<b>Position Type:</b>	Full Time
<b>Location:</b>	Sheridan, WY	<b>Date Posted:</b>	07/16/2021
<b>Level/Salary Range:</b>	DOE	<b>Posting Expires:</b>	When filled

**Submission Information:**

Kennon is an equal opportunity employer and will seriously consider every qualified applicant interested in joining our growing team. Please provide a cover letter, résumé, and at least one personal and two professional references submitted through our webpage: <https://kennonproducts.com/careers/>

Questions or accessibility issues may be directed to: [recruiting@kennoncovers.com](mailto:recruiting@kennoncovers.com)

**Job Description:**

**JOB PURPOSE**

Provide outstanding customer service, accurately processes sales orders, and assist with the achievement of Healthcare sales goals and the development of Healthcare product lines. The Healthcare Customer Rep provides responsive and professional communications with customers in the Healthcare industry to maintain and expand our customer base and generates sales.

**JOB DUTIES/RESPONSIBILITIES**

- Respond to email and telephone requests/inquiries from customers in a timely and courteous manner to provide information and price quotations.
- Answer questions regarding product lines, prices, delivery times, warranty periods, technical specifications, customer service and credit/financing arrangements.
- Process orders for Healthcare products.
- Facilitate corrective action when customer requirements are not met as part of excellent customer service.
- Provide feedback on new and existing products to identify and implement improvement opportunities.
- Ensure new products are designed correctly for the end-user and application.
- Understand Healthcare organizations and funding/contracting processes.
- Assist in collecting and analyze data regarding the current market, climate, and Kennon market share.
- Document and respond to customer feedback, as appropriate.
- Coordinate returned goods dispositions and documentation as needed; drive preventive action and root cause analysis to resolve external nonconformities.
- Anticipate customer needs, deliver solutions, proactively communicate, and ensure an excellent customer experience.
- Build strong rapport with healthcare industry leaders; proactively manage and maintain strong and valuable partnerships.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

2+ years experience in a customer-centric sales and/or service position

Computer proficient including experience with Microsoft, Gmail, and customer management systems

Excellent communication skills, both written and verbal

Alignment with Kennon’s Core Values: Care, Fun, Talent, Dare, Be Real, Deliver Quality, Safety, Urgency, Integrity, and Communicate.

## **PREFERRED SKILLS**

Great attention to detail and with proven time management skills; data and deadline driven

Self-motivated with strong work ethic; excellent oral and written communication skills

Team worker promoting “one company” across manufacturing and administrative departments

Familiarity working in a manufacturing environment

Quick learner; able to develop an appreciation and understanding of Kennon Healthcare product lines and applications

Build strong rapport with Healthcare industry leaders; customer service approach in determining customer needs, creating solutions, and ensuring a positive customer experience

## **GROWTH OPPORTUNITIES**

This position has great potential for growth into a Sales Representative position which includes additional duties and responsibilities:

- Collecting and analyzing data and feedback to advise the CEO in the development of marketing strategies for positioning Kennon to access Healthcare funding streams; develop and implement marketing strategy, and measure effectiveness.
- Provide briefings to CEO and Kennon leadership on sales activities, challenges, strategies, etc., as necessary.
- Travel to meet and work with Healthcare clients on-site; coordinate product demonstrations, as necessary.
- Attend conferences and expositions to represent Kennon, network, and market Kennon Healthcare products.
- Pursue leads generated by marketing activity; initiate communication with customers to discuss needs.
- Proactively engage industry leaders to make Kennon the approved source for ligature resistant products.
- Interface between the customer and Kennon's design team for new and existing Healthcare products and/or projects.
- Perform outreach to target potential customers; identify areas of opportunity.

The Sales Representative position requires additional skills, abilities, and knowledge.

## **ABOUT KENNON**

Kennon Products is a multi-faceted company with a reputation built on quality and service. For over 30 years, Kennon has designed and manufactured quality items that protect high value assets with advanced processes, industrial fabrics, and composites. Kennon was founded in 1984 with a focus on the design and manufacture of high-quality general aviation products. Kennon's initial success led to growth and the ability to supply diverse product lines designed to preserve aircraft integrity for general aviation, military and commercial aircraft.

In order to preserve and protect high value assets within the aviation industry and beyond, Kennon acquired material specialists, engineers, and design experts to complement the long-established technology and expertise of the organization's industrial production personnel. At the request of local Veterans Affairs Medical Center employees in 2009, Kennon expanded its product base to include a healthcare product line (ligature-resistant doors) - an innovative solution providing privacy and aesthetic to patients in behavioral healthcare facilities. The product line has both a significant market presence and a critically important function.

Kennon's success and progress is based on innovation, dedication, and the desire to provide the best quality products to protect what is important to the organization and its customers. Kennon continues to demonstrate a commitment to the protection of high value assets through research, development, design, production, and supply of quality items that protect assets especially the most important asset: life.