



Flowonix Medical Position Description

Date: 7/31/2020

Incumbent:

Position Title: Inventory Specialist

Reports to: Sr. Accounting Specialist

Department: Finance

Location: Mt. Olive, NJ

Accountability Objective:

Provide excellent internal and external customer service. Process inventory transactions accurately and on-time; maintain accurate field and customer inventory records, track shipping, create and maintain inventory reports, adjust billing as required; interact via telephone, fax, email or in-person with Flowonix personnel including, but not limited to, US and or overseas direct and distributor sales force, physician and facility customers.

Essential Functions:

1. Provide best- in- class customer service to all internal and external customers (e.g. sales representatives, physicians, facilities etc.).
 2. Receives, verifies and processes inventory movements and/or coordinates the distribution of products to the sales force. Provides information on product availability and order shipment status for all field inventory.
 3. Efficiently answers inbound phone calls and emails from sales force in a professional manner.
 4. Ability to communicate clearly in writing or verbally.
 5. Process inventory movements through the established procedures.
 6. Manage and maintain accurate inventory records.
 7. Work with Shipping Coordinator to ensure product is shipped accurately.
 8. Traces field shipments including tracking number.
 9. Update and maintain daily/monthly/quarterly inventory reports.
 10. Provide current inventory status when requested/required.
 11. Maintain records as required by Quality Systems.
 12. Other assignments as required by management.
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Decision-Making Authority:

Process inventory movements and requests information as necessary to create timely and accurate inventory reporting. Analyze and interpret inventory data.

Position Specifications:

1. **Knowledge/Educational Requirements**
 - Associates degree, or equivalent experience
 - 2-5 years inventory experience

2. Skills and Abilities

- Excellent communication skills including verbal, written, and electronic communication
- Good organizational and problem-solving skills.
- Strong attention to detail, organizational and follow-up skills
- Good mathematical, record keeping and problem-solving skills
- General knowledge of finished goods distribution process and domestic/international shipping methods
- Proven high level of interpersonal and communication skills, including the ability to listen, resolve problems, deal with unresolved issues, delays and unexpected events
- Ability to work within a team as well as an individual contributor in a fast paced, changing environment.
- Multitasks, prioritizes and meets deadlines in a timely manner
- Microsoft Office experience Word and Excel
- Ability to learn and use corporate computer systems

3. Physical Demands/Work Environment

- Office-based responsibilities

Working Relationships:

1. Internal Contacts

- All personnel associated with field-based activities, Customer Care, Sales, Operations, Quality and R&D personnel

2. External Contacts

- Customers

Position Incumbent:

Print Name	Signature	Date
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Supervisor:

Heather Courtright		
Print Name	Signature	Date

HR Department:

Joanne Ervey		
Print Name	Signature	Date