

## Customer Service Advisor Worthing, UK

Rayner is a leading developer and manufacturer of ophthalmic implants and pharmaceuticals; it specialises in intraocular lenses (IOLs) and related products used in cataract and refractive surgery. Since the development of the first IOL, Rayner has continuously pioneered IOL design with a goal to improve vision and restore sight worldwide. Today, Rayner's mission remains to deliver innovative and clinically superior ophthalmic solutions that respond to the expectations of our global customers to improve sight and quality of life for their patients.

### Why work for Rayner?

Rayner is a unique place to work with its own special culture and people, who are all driven to provide the best visual outcomes for clinicians and patients. We are driven by science to improve performance and safety, and we commit ourselves to be a great partner and to be easy to do business with. Whilst our vision drives and guides what we do, it is our culture and the way we work as well as treat ourselves plus others that form the foundation of what we do. That's why at Rayner we strive to create a workplace where we live our values every day. We invite you to join us on our exciting journey!

### Our Careers

Rayner is more than an IOL manufacturer. We have an entrepreneurial spirit that drives us to pursue our vision, supported by a dedicated team who share our beliefs – from research and development engineers to production, sales and support.

Being ambitious, focused, open, respectful and keeping our promises enable us to take on challenges that other businesses simply won't entertain, and it's those qualities we value and nurture in the people we work with. Rayner is also proud to be an equal opportunities employer.

Rayner has a broad portfolio of products across the patient pathway, including monofocal and premium Intraocular Lenses (IOLs), a full range of Ophthalmic Viscosurgical Devices (OVDs), a family of Ocular Surface Disease (OSD) solutions and RayPRO, our recently launched patient outcomes digital platform.

The purpose of this role is to support and communicate with all our customers, to deliver best-in class service. This role involves working with internal and external stakeholders processing all orders, handling all enquiries, and ensuring full customer service satisfaction.

Your key responsibilities will be:

- Process all types of local and International orders, returns and credits accurately and within agreed timescales.
- Proactive communication via phone, email, and fax in a helpful and professional manner with customers and field staff throughout the order processing stages.
- Communicate positively and effectively within the team and with all your stakeholder groups internally and externally. Demonstrate role model behaviours.
- Capture and Analysis of feedback and complaints, other analyses as required.
- Update and maintain SOP when necessary.
- Provide management information.
- Update and maintain customer contract pricing in ERP.
- Work proactively as part of the Customer Service team, helping the team achieve its goals and develop. This includes supporting your colleagues and providing cover for any tasks and responsibilities as needed.
- Ensure continuous improvement to processes and systems.
- Support cross training of other team members.

Experience:

Essential

- Able to work on own initiative, self-starter and as part of a team
- Ability to work to tight deadlines with accuracy and detail
- Intermediate to Advanced Excel skills
- Able to communicate verbally and in writing in English and **French**

Desirable

- Proven track record in a customer service role preferably in medical devices
- Graduate with an ambition to build a career in an innovative medical device company
- Knowledge of ERP system
- Knowledge of Data protection, Cyber security, and money laundering policies

Please apply by sending an up-to-date CV & covering email to [recruitment@rayner.com](mailto:recruitment@rayner.com)