

Patterson isn't just a place to work, it's a partner that cares about your success.

One of the distinguishing marks of our company is the talented people who embrace the people-first, always advancing, and results-driven culture. Professional growth abounds in this motivating environment. We value the diverse talents and experiences our employees bring to Patterson and believe that they build a stronger and successful organization.

Certified Veterinary Technician or Equivalent License or Registration (LVT or RVT) is required for this position.

Job Summary

- Responsible for answering incoming technical and clinical application calls and emails regarding anesthesia and monitoring equipment from internal and external sources.
- Provide vital technical and clinical support to internal staff for new product development.

Essential Functions

Technical Support and Training

- Answers incoming calls and emails; resolves customer issues and logs conversation into the customer database.
- Works directly with manufacturers and customers to facilitate service repairs, preventative maintenance recommendations and replacement items.
- Works directly with sales agents to support sales recommendations, provide competitive analysis of product and aids in client education of product usage.
- Assists Service Technicians as needed with parts identification and troubleshooting.
- Provides Monitor or Anesthesia Machine In-service and/or demo training to customers as needed.
- Assists with installation questions or difficulties that may need to be resolved.
- Assists with requested training or CE events as needed.
- Provides support tools and training to new Service Technicians as needed on monitoring and anesthesia.
- Attends Regional or National Sales meetings as requested.

Clerical Duties

- Issues Work Order (RMA) number for customer repairs at Patterson Veterinary NRC.
- Invoices Work Orders when repair has been completed at Patterson Veterinary NRC.
- Order entry as needed for internal and external sources.
- Issues credits as needed which includes adjusting inventory and the quarantine of vaporizers until credit is processed.
- Runs Outstanding Customer Returns report from vaporizer database and call customer/track vaporizer returns to ensure they are received in a timely manner.

New Product Development

- Researches and reviews new product or competitive product information and updates matrices as needed.

Working Conditions

Physical Demand:

- Lifting or carrying, light physical activity, up to 25 pounds

Environment Factors:

- Operating a computer for up to 8 hours/per day.
- Position involves frequent communication with (customers, inside staff, etc.) and requires ability to understand and effectively exchange accurate information.
- **Monday-Friday 8-5. No weekends and no holidays.**

Travel and On-Call

- This position requires minimal travel (10%) in a national area.
- For this position being on-call is not required.

Qualifications

Minimum Qualifications:

- High School Graduate or Equivalent required.
- **Certified Veterinary Technician or Equivalent License or Registration (LVT or RVT) required.**
- Outstanding problem-solving skills.
- Outstanding troubleshooting skills.
- Courteous and professional phone manner.
- Ability to multi-task in a fast-paced environment.
- Ability to work and contribute to a team environment.
- Excellent communication skills, both oral and written.
- Strong user knowledge of MS Office Suite.
- Prior experience in the area of anesthesia and monitoring.
- Occasional travel as needed.
- Strong organizational skills and focused on being dependable, reliable and punctual.

Preferred Qualifications:

- Associates Degree in Applied Science or Bachelor Degree.
- Prior customer service or technical support experience.

What's In It For You:

We provide competitive benefits, unique incentive programs and rewards for our eligible employees:

- Full Medical, Dental, and Vision benefits and an integrated Wellness Program
- 401(k) Match Retirement Savings Plan
- Paid Time Off (PTO)
- Holiday Pay & Floating Holidays
- Volunteer Time Off (VTO)
- Educational Assistance Program
- Full Paid Parental and Adoption Leave
- LifeWorks (Employee Assistance Program)
- Patterson Perks Program

The potential compensation range for this role is below. The final offer amount could exceed this range, based on various factors such as candidate location (geographical labor market), experience, and skills.

\$16.97 - \$22.10

EEO Statement

Patterson provides equal employment opportunities to applicants and employees without regard to race; color; sex; gender identity; sexual orientation; religious practices and observances; national origin; pregnancy, childbirth, or other related medical conditions; status as a protected veteran or spouse/family member of a protected veteran; or disability.

Apply Here: <https://www.click2apply.net/OJQ4p1sDqDGMAHDwbf2oQL>

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