

# Customer Care & Logistics Coordinator

Are you seeking a job with a higher purpose? At Cryos we help create life and make dreams come true. We are currently looking for a Customer Care & Logistics Coordinator – could that be you?

Our company is seeking for a customer service representative to work in our US headquarters in Orlando near UCF. We take great care of our customers, and as a customer service representative you will play a crucial role in helping us achieve our mission.

## **Key Responsibilities and Expectations:**

- Attracts potential clients/clinics by answering product and service questions; suggesting information about other products and services.
- Opens and maintains client/clinic accounts in Cryobase.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment and following up to ensure resolution.
- Responsible for acquiring testimonials from clients.
- Maintains financial accounts by processing client payments and refunds.
- Initiates required action for response to client order changes.
- Records details of inquiries, comments, actions taken and complaints.
- Maintains customer databases.
- Coordinate shipments of gametes.
- Handle delinquency on unreturned tanks.
- Create labels and prepare necessary documents to ship tanks both International and domestically.
- Create forms along with adding procedures in the workplace to ease the workflow and provide efficiency.
- Ability to manage multiple tasks simultaneously and quickly adjust to changing priorities.
- Perform other duties as assigned.

## **Computer Skills:**

- Knowledge of Microsoft Office; Word, Excel and Outlook.

## **Other Skills and Abilities:**

- MUST BE aligned with our company, that our customers are our number one resource and must be able to provide emotional support as needed.
- Excellent customer service skills
- Strong attention to detail in composing, typing and proofing materials.
- High level of interpersonal skills to interact with peers, management and internal customers.
- Excellent verbal, written and telephone skills supported by strong interpersonal skills.
- Ability to work within a team structure.
- Strong attention to detail in composing, typing and proofing materials.
- Excellent organizational skills.
- Ability to handle multiple tasks simultaneously.
- Ability to maintain confidentiality.
- Ability to work in a high standard, stressful environment. Must be able to multitask.
- Experience with logistics/domestic and international shipping issues preferred.
- Must be comfortable speaking to people about home insemination and female reproductive topics.
- MUST HAVE warm, loving and nurturing disposition.

## **Job Type:**

- Full-time

**Pay range:** \$19-\$22 per hour.

**Benefits:**

- 401(k) with company contribution
- Dental, Vision and Health insurance
- Employee assistance program
- Flexible spending account
- Health savings account
- Life insurance
- Paid time off

**Experience:**

- Customer service: 1 year (Preferred)
- Microsoft Word: 1 year (Preferred)

**An inclusive workplace**

We cultivate a supportive, informal, and positive environment that values teamwork and respect. Diversity is celebrated, and open communication ensures that every voice is heard. Helping others is in our DNA, and that extends to both our clients and our colleagues. We're committed to creating a workplace where support and empathy are foundational, enabling each individual to contribute their best while feeling valued and respected.

**About Cryos:**

*Cryos International is the world's largest sperm and egg bank, offering delivery to more than 100 countries. In more than 35 years we have worked after our vision and purpose to help others fulfill their dreams of having a child, and we are proud to have achieved the industry's highest number of registered pregnancies worldwide.*

*Please read more about Cryos at: <https://www.cryosinternational.com>*



**THE WORLD'S LARGEST SPERM AND EGG BANK**

- 30+ years of experience helping people on their path to parenthood
- Delivery to more than 100 countries
- Certified in accordance with ISO 9001:2015 (Quality Management)