
Customer Service / Administrative Assistant:

Monday to Friday 8AM - 5PM, pay starting at \$14.50/hr with benefits

Mastel Precision Surgical Instruments, Inc. is an ophthalmic instrument manufacturer located in Rapid City South Dakota. Founded in 1994 by Douglas J. Mastel our goal is to produce the highest quality precision handheld instruments for Ophthalmic Surgery, through a strong commitment to our customers, employees and products. We take pride in being a USA manufacturer and are **seeking a full-time Customer Service & Administrative Assistant for immediate employment from our Rapid City based office location.**

The Customer Service / Administrative Assistant will report directly to the Customer Service Manager and will have the following responsibilities:

- Communicate with customers via email and phone, entering orders, picking, shipping and receiving, all aspects of customer service.
- Assist in office management including ordering and managing supplies, overall organization, facilitating a team environment, etc.
- Respond quickly and effectively to customer inquiries, be professional in all written and verbal communication, and develop expertise in Mastel surgical products offered.
- Provide sales support to the distribution partners - prepare price quotations, respond to tender offers, organize demonstration material and handle numerous special requests.
- Assist management with travel agenda and appointments.
- Assist in the organization and implementation of educational events hosted by the company.
- Assist in the organization of industry trade-shows and Regional Sales Meetings.
- Work well with local, regional, and national staff; can be counted on to help outside of his/her specific areas of responsibility including back-up support as required; and
- Conduct oneself and represents Mastel ethically and professionally at all times; remaining mindful of the Mastel Mission Statement.

Ideal candidates will possess the following skills and experience:

- A degree or diploma with a business or administrative focus is preferred.
- 1 yr Customer service experience, Sales experience desired.
- Proficiency in Microsoft Office Suite (especially Excel).
- Competency with an Enterprise Resource Planning (ERP) accounting system.
- Excellent English verbal and written communication skills.
- Hard working, dependable, willing to learn, a team player, energetic can-do / will-do attitude, able to participate in multiple projects at once.

We offer a competitive remuneration program and benefits. Please send a cover letter and resume to careers@mastel.com. Applicants will be contacted within 2 weeks.