



Job Description: *Office Coordinator with Shipping and Customer Service Skills*

The Office Coordinator will be based out of the Commercial and R&D Headquarters in Eden Prairie and will support a global medical device organization with offices in Scotland and New Zealand. We are looking for a dedicated person with a “can-do” attitude to manage the operations and shipping/receiving functions of our US office. This person will need to communicate globally and cross-functionally to ensure our business runs smoothly and our customers’ needs are met.

Essential Functions:

Office Administration

- Coordinate all office service provider work, including cleaning, security, internet, property management requests, utilities, and pest control
- Maintain all office supplies
- Set up new vendors in financial systems, communicate with vendors and suppliers, create P.O.’s, and process/track invoices
- Occasionally set up meetings for the executive team with external parties such as customers and vendors (including ordering lunches)
- Work with UK-based Quality group to ensure quality records, training records, and other required documentation is maintained
- Field all general requests and connect contact with the appropriate company personnel (this includes answering the main phone and monitoring the general company email)
- Manage job postings on company website and other portals (e.g. Indeed, LinkedIn) and transfer incoming applications to appropriate company personnel
- Assist with employee onboarding (e.g. set up in company email, cloud, and security systems)
- Scan checks and other financial documents for UK-based Accounting group, and assist in other finance/accounting processing as needed
- Other duties as required

Shipping, Receiving, and Logistics

- Handle all office mail and shipments (inbound and outbound)
- Communicate with Commercial and Global Operations teams to track status of incoming shipments
- Package and ship customer orders daily (including refrigerated medical device components)
- Maintain order fulfillment documentation inside of the Quality Management System
- Manage product inventory, communicate inventory needs to UK office, and flag/dispose of expiring stock
- Coordinate with customs to move and release products across geographies

Requirements:

- 2-4 years of experience in office management, customer service, or shipping function (experience in a medical device industry is a plus)
- Must have very good organizational skills with attention to detail
- Must be able to perform multiple tasks simultaneously and accurately
- Must be able to adjust to shifting and sometimes unexpected priorities and new responsibilities
- Knowledge of Outlook, MS Excel and MS Word
- Ability to work under minimal supervision

To apply or inquire about current opportunities please contact us at careers@collagensolutions.com.