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## **Customer Service & Order Processing**

Hokanson, the Bellevue-based, world-renowned manufacturer of Medical Devices for peripheral vascular disease diagnosis is seeking candidates for Customer Service & Order Processing team member.

D. E. Hokanson, Inc. is a medical device manufacturer based in Bellevue, Washington, centrally located right off of SR 520 and I 405. We design and manufacture tools for healthcare professionals worldwide that help them diagnose and manage their patients' peripheral vascular disease.

We are a small and impactful 2nd generation, women-owned business, currently with 20 on-site employees, and 45 years of successful manufacturing history and business stability. Our products are sold worldwide, and have an excellent reputation for durability, which we back with exceptional warranties and service levels.

We operate in the regulated field of medical device manufacturing, and take great pride in our ISO 13485 certified quality system, which simultaneously allows us to do business with customers around the world.

To find out more about our great company, check out our website: [www.hokansonvascular.com](http://www.hokansonvascular.com).

## **About this Job Opening**

We are currently seeking a new team member for Customer Service & Order Processing to maintain our high customer satisfaction rate and represent the professional image of Hokanson to our customers. While direct experience is preferred, we would consider training the right individual who fits our core values AND has a proven track record of positive customer interactions.

Our company gets more stuff done with fewer people than most companies, so the impact of one person's work is very large. We need you to have a keen sense of how your job relates to our goals, and to have ideas about how to perpetually improve our processes, quality and reliability. Your desire to make our customers happy – and your drive to improve yourself and the reputation of our company – will be hallmarks of your success in this role.

## **Job Duties include:**

- Learn concepts and terminology related to our industry and equipment.
- Answer the telephone and route calls appropriately, take telephone orders, process orders internally and follow up as needed.
- E-mail, fax and mail information in response to customer requests. Prepare customized quotation according to customer requests.
- Receive RMA's (products for repair), disinfect and take to production for service. Follow up with customers about repair fees and return shipping.
- Compile monthly data of open and completed RMA's.

- Coordinate calendar of large product volume orders.
- Perform daily accounts receivable functions including invoicing and shipping duties. Process credit card cash receipts for outgoing orders.
- duties. Reconcile outbound shipping charges against invoiced orders. Organize and maintain shipping area and supplies.
- Prepare shipping documentation for product conformances and international customs.
- Back-up finance department to complete Accounts Payable processing - record invoices, packing slips, issue checks, monthly reports and statements, prepare correspondence as needed.
- Back-up Head Bookkeeper to process accounts receivable. Record cash receipts, prepare bank deposits, reconcile bank statement, monthly ledgers.
- File accounts receivable records, correspondence and other documents. Archive invoices, accounts receivable and accounts payable records and coordinate destruction of appropriate archived documents.
- Copy, assemble and maintain files for instrument manuals.
- Collect orders for office supplies to submit to Purchasing.

**Job Requirements include:**

- You must have excellent oral and written communication skills. Proficiency in a second language is a plus.
- 3+ years of product-based customer service.
- Bachelor's degree.
- Experience working in a regulated industry and/or with medical products is a plus.
- Demonstrable proficiency with ERP or accounting system.
- Ability to multitask and remain well organized.
- Proficiency with MS Office.
- Ability to lift up to 35 pounds on a daily basis.

**A little bit more about us and the open position:**

Our work environment is fun and relaxed; our team is diverse, professional and committed to seeing Hokanson grow.

This position is 40 hours per week, Monday – Friday. Starting wages depend on your prior experience. Company benefits include paid holidays, vacation and sick leave, 401(k) retirement plan, medical insurance reimbursement, and medical expense reimbursement.

**How to Apply:**

If you're qualified and interested, we encourage you to submit your resume by email to [resumes@deh-inc.com](mailto:resumes@deh-inc.com). When applying, please make the subject line of your email "I'm interested in the Customer Service & Order Processing job!".