

## Customer Service Representative

Hoya Optical

580 Nutmeg Road North, South Windsor, Connecticut

HOYA and Seiko Driven by passion for innovation and development, Hoya Vision is constantly moving boundaries. By use of extensive research and cutting- edge technology we provide tailored optimized experiences - both for the eye care professional and the spectacle wearer. Join The Hoya Vision Care Team!

For over 60 years, HOYA Vision Care has been a passionate leader in optical technology innovation. As a manufacturer of high quality, high performing eyeglass lenses, we continuously aim to bring the best possible vision care solutions to eye care professionals.

We are currently hiring a Customer Service Representative

What's in it for you?

Health/Dental/Vision/Disability Insurance, Tuition Reimbursement, 401K plans, PTO and Paid Holidays, and more!

What you'll do:

Answer incoming calls from customers in a professional manner.

Receive new orders, input Rx order correctly into DVI.

Address and resolve customer requests and issues related to lab, lenses, services, pricing, product.

Direct complaints concerning billing and services rendered.

Refer complaints of service failures to designated department managers for investigation.

Locate an order's current or past position in the facility by checking in computer system.

Qualifications:

High School Diploma

2 years of telephone customer service experience a plus

Optical experience recommended

Insurance billing and reconciliation recommended (VSP, VBA, VCP, Superior, and Eye-Med)

At HOYA, our foundation is built upon a diverse and inclusive work environment. Together, our differences are key to maintaining an inclusive culture that supports and inspires employee's uniqueness. Our differences ignite our innovation and connects us to our diverse customers and communities we serve.

We're passionate about maintaining an inclusive work environment, not only because it's the right thing to do, it promotes and celebrates differences. We are also committed to providing equal opportunity to people of all races, ethnicities, religions, genders, sexual orientations, gender identifications, disabilities, ages, philosophies, and veteran statuses at all levels of the organization.

Hoya and Seiko Optical is committed to providing equal opportunity in all employment practices, including but not limited to selection, hiring, promotion, transfer and compensation to all qualified applicants and employees without regard to age, race, color, national origin, religion, gender, handicap or disability, or any other category protected by federal state or local law.