

RxPro Medical Supply

Customer Service Associate Job Description

Job Title: Sales Associate – Durable Medical Equipment (DME)

Location: 1705 W University Dr Ste 104, McKinney TX 75069

Job Type: [Full-Time/Part-Time]

Reports To: Sales Manager / Store Manager

Job Summary:

We are seeking a motivated and customer-focused Sales Associate to join our team in providing high-quality durable medical equipment (DME) to patients, caregivers, and healthcare providers. The ideal candidate will have strong interpersonal skills, a solid understanding of medical equipment, and a passion for helping people improve their quality of life.

Key Responsibilities:

- Assist customers in selecting appropriate DME products based on their needs and healthcare provider recommendations.
- Demonstrate and explain product features, usage, and care instructions clearly and accurately.
- Maintain current knowledge of DME inventory, insurance coverage, billing processes, and industry regulations.
- Ensure compliance with all relevant HIPAA and DMEPOS guidelines.
- Process sales transactions accurately and maintain customer records.
- Handle returns, exchanges, and warranty issues professionally and efficiently.
- Collaborate with physicians, therapists, and insurance providers to support patient needs.
- Restock and organize product displays to ensure a clean and safe retail environment.
- Participate in training sessions and stay updated on new products and technologies.

Qualifications:

- High school diploma or equivalent; associate's or bachelor's degree preferred.
- Prior experience in medical sales, healthcare, or retail (preferably DME-related).
- Knowledge of medical terminology and durable medical equipment is a plus.
- Excellent communication and customer service skills.
- Ability to work independently and in a team environment.
- Strong attention to detail and organizational skills.
- Comfortable using point-of-sale systems and basic office software.
- Ability to lift up to 50 lbs and perform physical tasks related to equipment setup.