

DAVE Purchase Project Buyers Club

Buyers Club Customer Service & Sales Representative

Dave Purchase Project is a not-for-profit 501(c)(3) organization whose mission is to facilitate disease prevention. We are dedicated to the creation, expansion and continued existence of syringe exchange programs (SEPs) as a proven method of stopping the transmission of blood-borne pathogens in the injecting drug using community. We are also dedicated to empowering vulnerable populations by providing them with the knowledge and resources to enable them to make informed choices regarding their healthcare options.

Locally, we operate the Tacoma Needle Exchange (TNE) the first legally-sanctioned SEP in the United States. TNE provides Tacoma and Pierce County residents with access to harm reduction education and resources, care coordination, insurance enrollment, wound care clinics, HIV/HCV testing, and new safer injection supplies.

Nationally, our efforts are conducted through our Buyers Club (a.k.a., North American Syringe Exchange Network—NASEN), a harm reduction clearinghouse that leverages the economic power of SEPs throughout the United States, Puerto Rico, and the US Virgin Islands to ensure equitable access to low-cost harm reduction supplies, technical assistance, and science-based best practices for all SEPs regardless of their size or budgets.

Dave Purchase Project was created, and continues to operate, with the understanding that meeting people “where they are” is the most effective method of reducing the negative consequences associated with drug use. We provide all of our services free of charge in a non-judgmental manner. We encourage a collaborative environment where staff often work in teams and are expected to be proactive in their work. Staff are expected to actively participate in the improvement of service delivery and the development of programs.

Position Summary:

The Buyers Club Specialist is primarily responsible for processing and monitoring all NASEN Buyers Club orders. This process includes assisting Buyers Club members with managing their accounts and providing them with updates on their orders. All transactions with customers need to be done with respect and the highest level of customer service possible. The Buyers Club Customer Service Representative must work closely with vendors as well as other Buyers Club staff to improve product availability, shipping, and pricing. This position will not only be expected to provide technical to customer but also assist the accounting/finance team to ensure purchase orders are closed efficiently.

Responsibilities:

- Customer Service/Purchasing Representative
 - Creates price quotes and answers questions about product availability.
 - Creates purchase orders for various vendors to fulfil the customer's order.
 - Creates invoices for customers and provides updates as needed.
 - Answer's customer questions about product use and substitute options.
 - Provides shipping updates and the applicable documents as needed.
 - Processes return requests and coordinates with the corresponding vendor.
 - Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up entire resolution.
 - Recommends potential products or services to management by collecting customer information and analyzing customer needs.
 - Assists the Accounting/Finance Team alongside the Buyers Club Manager to ensure reconciliation of invoices occurs as needed.
- Creates new customer accounts and ship to addresses as needed and maintain customer records by updating account information.
- Continues to promote positive interactions with vendors and sales representatives.
- Stay abreast of legislative, budgetary, and regulatory issues at the local, national, and global level that affect people who use drugs, sex workers, and people living with HIV/AIDS
- Demonstrates continued improvement to eliminate errors and rework, contribute to team effort, and other duties as assigned
- Cross trains on AR filing, checking voicemail messages, and opening/recording incoming mail.
- Works in collaboration with the Buyers Club Operations Assistant to cull the backorder file.
- Cross trainings as assigned by the Buyers Club Manager.
- Manages customer accounts and monitors payment activity.
- Places temporary holds on customer accounts and notify them of past due invoices.
- Sends out statements and account details on an as needed basis.

Experience:

- Must have at 2 – 3 years experience in customer service. Experience with non-profit organizations providing direct services a plus
- Comfort and experience in working with current and former substance users
- Must be detail oriented and possess excellent organizational skills and the ability to prioritize tasks effectively and meet deadlines
- Must be resourceful and have the ability to anticipate needs and work independently on multiple tasks simultaneously
- Must be dedicated to advancing an agenda of equal rights and social justice for marginalized individuals, especially through participation in advocacy and national support.

- Discretion, diplomacy and the ability to manage sensitive and confidential information with integrity is necessary
- Proficiency with QuickBooks, MS Office (including Word, Excel and Outlook), Windows 7 and use of the Internet for customer service research required.

Requirements:

- Tuberculosis screening no more than 30 days after hire. 3 days after hire if providing direct service to participants.
- Influenza vaccination required for direct service staff within 30 days of hire. Influenza vaccination optional for all office staff.
- CPR/FIRST AID training no more than 30 days after hire.
- HIV/AIDS 7-hour training no more than 30 days after hire.
- Annual trainings (online/in-person) as assigned by supervisor.

Reports To: Buyers Club Manager

Status: Full-Time, Non-Exempt