



We are looking to expand our team **as soon as possible**
(Location: Odessa, Tampa Bay area, Florida)

SUPERVISOR CUSTOMER SERVICE

iTD is a global **medtech systems partner** specializing in medical device mobile carts and integration services. As part of TouchPoint Inc. (TPI), we help leading medical technology companies quickly bring their technologies to the point of care. Our solutions are used worldwide in both outpatient and inpatient settings and make an important contribution to patient care.

Our expectations

- + Bachelor's degree in Business Administration, Engineering or related field
- + 3+ years in technical customer service, order management or ERP centric roles—supervisory experience preferred.
- + Hands on proficiency with Microsoft Excel
- + Proven experience using Syspro (or similar ERP) and Salesforce (or similar CRM).
- + Technical aptitude to read and interpret engineering drawings and BOMs
- + Excellent written communication—comfortable handling dozens of complex emails daily
- + Strong leadership, analytical, organizational, and multitasking skills in a fast paced environment
- + Familiarity, comfortability, and proficiency with AI tools, such as: Claude, Chat GPT, Perplexity, Gemini, etc.
- + Experience identifying and qualifying new business opportunities through customer interactions
- + Demonstrated success coaching and developing junior team members
- + Basic supply chain knowledge (lead times, MOQs, safety stock)
- + Multilingual capabilities (e.g., Spanish, French Canadian) a plus

Your responsibilities

- + High Volume Email & Inquiry Management
- + Manage key customer and distribution accounts by building strong relationships, understanding their business model and facilitating conflict resolution
- + Leverage order trend analytics and customer scorecards to identify fulfillment optimization
- + ERP, CRM: Use Syspro and Salesforce to retrieve

master data, order status, inventory and pricing

- + Excel Reporting: Build ad hoc Excel workbooks (pivot tables, VLOOKUP/INDEX MATCH, filters, basic macros) for forecasting, variance analysis and customer requests
- + Review and interpret engineering drawings, BOMs to clarify part numbers and issues.
- + Team Coaching & Development: Conduct regular performance and developmental reviews
- + Define and roll out professional development plans and onboarding training; identify skill gaps and implement personalized learning paths.
- + Capacity Planning & Process Improvement: Monitor and analyze team workload and capacity, recommending staffing or structure changes as business needs evolve.
- + Cross Functional Collaboration: Partner with Sales, Engineering, Operations and Quality on escalations, corrective actions, and strategic process projects.

Your benefits

- + Competitive salary plus performance based bonus
- + Comprehensive health, dental & vision insurance
- + Paid time off, holidays and professional development
- + The advantages of a medium-sized company combined with the opportunities of an international corporate group
- + Thorough onboarding, regular sales training, and excellent opportunities for professional development
- + An international corporate culture that fosters a positive work environment

INTERESTED?

We look forward to receiving your application (resume and a brief cover letter), including your earliest start date and salary expectations, **by email with the subject line:**

“Supervisor Customer Service / Senior Specialist Application” to: personal@itd-cart.com