



**Mazor Robotics Inc.**  
189 S. Orange Ave.,  
Suite 1850  
Orlando, FL 32801, U.S.A.  
Tel: 1 (800) 80-MAZOR  
Fax: (407) 591-3560  
[usa@mazorrobotics-us.com](mailto:usa@mazorrobotics-us.com)

**Mazor Robotics Ltd.**  
5 Shacham St.  
North Industrial Park  
Caesarea 3088900  
Israel  
Tel: +972 4 618-7100  
Fax: +972 4 618-7111  
[info@mazorrobotics.com](mailto:info@mazorrobotics.com)

**Employee Name:**

**Date: Sep 2018**

### Job Description

<b>Job Title:</b>	Complaints Handling Representative - Student	<b>Reports Directly to:</b>	Complaints Handling Unit Manager (CHU)
<b>Location:</b>	Caesarea	<b>Department</b>	Complaints Handling Unit (CHU)
<b>Matrix Report:</b>			

### Purpose Statement/General Statement:

Reviewing information received on potential product complaints and logging the complaints into the system, ensuring accuracy of input and triggering investigations

### Key Responsibilities & Authorities:

- Accurately reviewing and documenting Customer Complaints
- Assisting in receipt, review, registration and handling of samples associated with customer complaints
- Drafting responses to customer complaints, including inquiries for further information needed

### Education:

3rd year student in Science or Bio-Medical Engineering

### Experience Requirements:

NA

### (Languages, SW, systems, etc.):

Strong verbal and written communication skills in English - a must

Acquaintance with MS-Office tools, specifically with Excel or other graphing tools.

### Other Requirements for the role ((% of travel, etc.):

Immediate availability for working **3 days a week**

### Working Relationships:

**Internal:** Service, QA/RA, R&D, Engineering, and Supply Chain

**External:** Inc., distributors, MDT

Please send your CV to: [jobs@mazorrobotics.com](mailto:jobs@mazorrobotics.com)