

JOB POSTING

Job Title: CUSTOMER SERVICE ASSOCIATE
Department: Customer Service
Salary/Wage: DOEE
Reports to: Customer Service Manager
Date of Posting: August 5, 2020

Job Duties:

1. Accurately processes customers' orders into the ERP system, ensuring that all proper discounts, special pricing and/or arrangements, terms of payments and shipping details are properly applied to orders.
2. Looks up customer orders / invoices and provide information pertaining to: order/ invoice dates, totals, shipment dates, tracking information, etc.
3. Receives and documents customer returns.
4. Helps consumers find store/s near their area or direct them to an online retailer if no stores are available.
5. Answers general customer questions about products and/or transfers more complex technical questions to on-staff nutritionist or to appropriate personnel.
6. Informs customers of new products, special promos, or any other information that may increase customer orders (quantity and/or total amount of order).
7. Perform any other duties as may be assigned by supervisor.

Job Requirements:

1. High School Diploma Required; Associate Degree or Bachelor's Degree preferred.
2. Previous customer service experience, preferably in a call center environment (at least 3 years +)
3. Prior experience in the vitamin/supplement/nutrition industry preferred.
4. Strong verbal communication skills.
5. Excellent data entry skills (Please include speed and accuracy scores).
6. Ability to multi-task, prioritize responsibilities and detail oriented
7. Strong follow through and organizational skills
8. Team player
9. Strong computer skills and proficiency in Microsoft Office programs
10. Excellent problem resolution skills
11. Adaptable in a fast-paced environment.
12. Excellent work ethic
13. Local candidates only (Los Angeles, CA location)
14. Must be agreeable to posted wage.

Job Status: Full-Time, Non-Exempt

Schedule: Monday through Friday (Hours TBD), may be required to work on Sundays

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to occasionally alternate between sitting and standing positions. The employee frequently is required to reach with hands and arms, use hands and fingers to handle controls, computer and mouse; talk and hear. The employee is occasionally required to walk, stand, stoop, and lift as required to file documents or store materials throughout the work day. Specific vision abilities required by this job include close vision and the ability to adjust focus. Proper lifting techniques required. May include lifting up to 25 pounds on occasion.