



POSITION:

Customer Service/ Sales Specialist

RESPONSIBILITIES:

- Exceptional customer service and listening skills
- Must have strong phone skills to serve, develop, and maintain relationships with our distributors, brokers, stores, and customers.
- Must be able to communicate clearly and remain focused on the customer
- Answer customer complaints, questions, or problems regarding products and services such as pricing availability and shipping information.
- Must be able to handle irate customers calmly, effectively, and professionally.
- Must be able to work independently and with a team successfully
- Provide solutions effectively to problems with customers
- The ability to analyze customer accounts, discounts, and special pricing
- Follow-up with customers to ensure they are kept informed of the status of their request or any questions they may have.
- Exceptional verbal and written communication
- Must be able to answer phones, process orders, and communicate effectively
- Skills required performing in this position: high motivation, professionalism, confidentiality, and multi-tasking, and flexibility, attention to detail, and be able to prioritize and handle heavy workload.

KNOWLEDGE/SKILLS/EXPERIENCE/ REQUIRED:

- High School Diploma or GED, some college is preferred.
- Must have 1-2 years experience in customer service and marketing and sales
- Proficient in Microsoft Windows, Word, Excel, Outlook, and the Internet
- Must be able to type 40-50 words per minute
- Must have some Homeopathic experience/Knowledge