



## Customer Service Representative

The Customer Service Representative attracts and maintains customers by answering product questions, resolving any customer related issues, and suggesting information about other products. Process orders, prepare correspondences and fulfill customer needs to ensure customer satisfaction.

### Duties and Responsibilities

- Is passionate about protecting infants.
- Takes responsibility to protect vulnerable consumers and is always deeply serious without exception.
- Maintains personal and facility high hygiene without exception.
- Team Player.
- **REPEAT: READ FIRST FOUR BULLET POINTS AGAIN!**
  
- Manage incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Resolve 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 to ensure resolution
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Gathers necessary data to send to related departments as needed
- Resolve customer complaints via phone, email, chat or social media
- Go the extra mile to take care of the customer using provided resources
- Greet customers warmly and ascertain problem or reason for calling
- Recommend potential products or services Sell and Up-Sell products and services
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- Contribute to team effort by accomplishing related results as needed
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team customer service KPI quotas
- Keep records of customer interactions via Zendesk
- Assist with placement of orders, cancelations, refunds, or exchanges
- Advise on product / company information
- Act as the company gatekeeper
- Suggest solutions when a product doesn't work for the customer
- Handle product recalls
- Escalate all external department issues to Customer Service Supervisor for review

- Work with Customer Service Supervisor to ensure proper customer service is being delivered
- Close out all open communication tickets / calls
- Use Macros as directed Follow communication procedures, guidelines and policies
- Studies and maintains current knowledge on all Help Center content, nutritional related updates, all applicable policies, and procedures.
- Handle changes in policies or renewals
- Adheres to all HIPPA policy guidelines
- Others duties as assigned

## **Core Values and Related Technical Competency**

### **Respect**

- Uses discretion concerning sensitive matters
- Supports organizational decisions
- Admits mistakes and honors commitments

### **Accountability**

- Fulfills commitments made to team members and customers
- Prioritizes/completes tasks to achieve deadlines
- Uses secure email function when discussing company matters, and adheres to the protection of all trade secrets
- Understands the importance of and holds high regards for acceptable attendance

### **Customer Service**

- Develops clear understanding of customer's/team member's needs and goals
- Is conscientious of customer requests and responds within a reasonable time
- Demonstrates pride in Nature's One when interacting with customers

### **Excellence**

- Strives for mistake-free work
- Utilizes new skills/technology to improve work quality and efficiency
- Receptive to feedback; uses feedback to improve performance

### **Related Technical Competency**

- Keeps current with developments/trends in area(s) of expertise
- Effectively applies technical knowledge to solve problems
- Communicate effectively and speaks clearly when working with fellow employees and customers

## **Job Qualifications**

- Minimum High School Diploma with some college preferred
- General knowledge of nutrition preferred
- Successful previous Customer Service experience
- Ability to work all scheduled shifts during operational hours
- Able to handle oneself well under pressure
- Prior experience writing emails, speaking on the phone using good communication skills and proper grammar