

## **JOB POSTING**

**Job Title:** **CUSTOMER SERVICE ASSOCIATE**  
**Department:** Customer Service  
**Salary/Wage:** DOE  
**Reports to:** CS Lead and Up  
**Date of Posting:** December 8, 2009

**Job Duties:**

- Accurately process customers' orders into the Batch Master system.
- Look up customer orders / invoices and provide information pertaining to - order/ invoice dates, totals, shipment dates and tracking information.
- Process simple credit requests.
- Perform any other duties as may be assigned by supervisor.

**Job Requirements:**

- Strong communication skills servicing calls in a professional/positive manner and excellent phone skills
- Ability to multi-task, prioritize responsibilities and detail oriented
- Data entry skills to include accuracy of input and good typing skills
- Strong follow through and organizational skills
- Team player
- Strong computer skills and proficiency in Microsoft Office programs
- Excellent problem solving/problem resolution skills
- Adaptable and quick paced with highly developed time management skills
- Excellent work and professional ethics
- Associate Degree required; Bachelor's Degree preferred
- Prior experience in the vitamin/supplement/nutrition industry preferred

**Job Status:** Temp to Hire

**Schedule:** Day shift. 9:00 a.m. to 6:00 p.m.