



Customer Service Representative

Sudbury, MA

Work Hours: 10:30am – 7:00pm

About Atrium Innovations

Atrium Innovations is a recognized innovative leader in the development, manufacturing, and commercialization of science-based nutritional and supplement health products. The company's mission is to be a global leader in vitamins, minerals and supplements, offering free-from science based nutritional solutions through healthcare professionals. Atrium Innovations Professional brands include Pure Encapsulations®, Douglas Laboratories®, Genestra Brands™, KLEAN Athlete®, Pharmax™, and Wobenzym®.

Nestlé Health Science invests in every employee to make certain each person can reach their greatest potential and works in an environment rooted in respect, diversity and teamwork. We focus on empowering the patients and consumers we serve to live healthier lives through industry leading nutrition and nutrition-enabling solutions by keeping their needs at the center of everything we do. We make quality and innovation our highest priorities when delivering our trusted brands such as Pure Encapsulations®, Douglas Laboratories®, Garden of Life®, and many more. We are a globally recognized leader in the field of nutrition science with our US headquarters in Bridgewater, NJ, and have over 5000 employees around the world. Come join the Nestlé Health Science family and experience exciting opportunities!

Position Overview: The Customer Service Representative-Level I is responsible for handling all inbound calls from clients, and ensuring that consistent, exceptional Customer Service is provided to each client, on each call. This position reports to the Customer Service Manager.

Main Responsibilities:

- Handle all incoming Pure Encapsulations calls in a timely, efficient and professional manner.
- Process all Pure Encapsulations email and fax orders, as well as Douglas Labs orders received by email according with attention to accuracy and timeliness
- Ensure call quality consistency with every customer contact
- Manage all inquiries requiring investigation, trouble shooting, and problem solving efficiently and professionally, to provide resolution within 24 hours.
- Communicate all pertinent client and situation information to colleagues to ensure everyone has accurate and pertinent information pertaining to a particular client situation.
- Participate in all product training sessions
- Proactively promote featured products and special promotions
- Ensure cross-selling and up selling at every opportunity according to individual and team goals
- Proactively identify areas for improvement in procedures and processes, and communicate these to the Manager

- Provide assistance to team-mates and colleagues as required
- Collaborate with the Inside Sales Team on all potential sales opportunities
- Interact and communicate with all other departments to ensure all clients' needs are not just met, but are exceeded.
- Conduct outbound calls as required to ensure effective communication with client regarding issues and inquiries, as well as backorder updates, promotions, and special projects.
- Ensure proper documentation is filled out for QC complaints and communicated to QC department for follow up.

Performance Measures: Overall company Direct Sales goal, quarterly team goal, and individual call goals (i.e. performance percentage, forced releases, etc.)

Required Skills/Abilities:

- College Degree is preferred.
- 1 to 2 years Customer Service experience is required.
- Positive and proactive personality is required
- Working knowledge of Microsoft Office applications.
- Strong verbal and written communication skills.
- Detail oriented individual who will find their niche in a multi-tasking atmosphere.

Job Type: Full-time