

JOB ANNOUNCEMENT:

Contact Information:

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Company Info:

Golden Needle Acupuncture, Herbal & Medical Supply, Inc.
1459 Sand Hill Road
Candler, North Carolina 28715
Website: Goldenneedleonline.com

Job Opening Date:

Immediately

Job Title:

Customer Service Representative

Job Requirements:

Must have customer service experience and computer skills. We are seeking a true “people person” and someone with problem-solving skills. An interest in natural products is preferred. Accounting software experience a plus.

Job Description:

- Manages customer relations via the phone, website, email and fax machine. Takes sales orders and processes invoices. Answers incoming telephone calls from customers regarding general company information, price and product availability, billing inquiries, order processing, and customer discounts.
- Enrolls new customers and ensures that customer data is current and up-to-date.
- Has a thorough knowledge of Gold Needle products and services.
- Orders office supplies.
- Wants to delight customers, above and beyond the call of duty. Has an intimate knowledge of the customers needs. Has empathy for the customer’s situation. Communicates clearly, both written and in speech. Talks in a way the customer can understand.
- Works accurately and with an eye for detail.
- Works to vouchsafe the best interests of both customer and company.
- Is able to use automated information systems to analyze the customer’s situation.
- Completes call message log and distributes to appropriate staff.
- Recommends alternatives to out of stock and/or discontinued items.
- Assists as needed