

Job Description: Sales Assistant/Customer Service Rep

Jiaherb, Inc. is the largest natural ingredient manufacturer in China. We were founded on the simple principle of providing the highest quality ingredients backed by superior customer service and competitive pricing to the dietary supplement, pharmaceutical, cosmetic, and food & beverage industries. We are committed to offering our customers peace of mind through stringent quality control, perpetual inventory and complete regulatory documentation of all our products. We strive to develop new products in partnership with our clients and introduce more companies to the benefits of working with a large-capacity NSF-GMP certified supplier.

A Customer Service Rep/Sales Assistant at Jiaherb is responsible for developing & maintaining positive customer relationships by providing excellent customer service and best in industry products at competitive prices.

Duties & Responsibilities

- Provide product, promotion, and pricing information by clarifying customer request; selecting appropriate information; forwarding information; answering questions.
- Answer phone calls and screen appropriately
- Communicate technically with customer based on internal team findings.
- Fulfill requests from clients and attend to issues and/or inquiries
- Resolve product problems by clarifying the customer's complaint; work closely with internal team to determine the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and follow up to ensure resolution and satisfaction.
- Forwards samples by entering request; arranging shipment; notifying customer.
- Maintain customer notes and information database to ensure accurate information
- Update job knowledge by participating in educational opportunities, seminars, trade shows, and/or magazines.
- Create and update various forms, complete & process customer purchase orders on a daily basis.
- Resolve order and inventory problems by investigating data and history; identifying alternate means for filling orders; notifying account managers and/or customers
- Daily work with inventory management software (FishBowl)
- Create and modify worksheets in Microsoft Excel, Word, and Google Docs
- Maintain Company Files

Qualifications & Skills Required

- Bachelors degree required
- Proactive in finding information required to complete tasks.
- Strong writing and speaking skills for dealing well with customers and colleagues
- Flexible to work in a multi-functional position that is fast paced and take on multiple tasks under pressure.
- Ability to quickly learn and retain new information
- Strong internet and Microsoft Office skills (i.e. Outlook, PowerPoint, Word, & Excel)
- Attention to detail, high level of organization, and ability to follow instructions
- Impressive telephone etiquette
- Strong ability to learn new computer programs in a timely manner
- Organizational skills to be able to balance all these tasks at once
- Ability to stay positive and calm in difficult and/or trying situations
- Ability to handle multiple, rapidly changing and conflicting priorities
- Must be able to work flexible hours when needed
- Bachelors degree required

Please submit **resume**. ****We will not consider applicants that do not submit these requirements. Email to career@jiaherbinc.com Please note that only candidates of interest will receive a response. Thank you.**