

# Standard Process NW

AUTHORIZED INDEPENDENT DISTRIBUTOR

We are seeking a full-time Customer Service Representative. We need an upbeat, friendly and experienced Customer Service Representative to join our hardworking team.

Are you interested in nutrition and good health? Standard Process NW, Inc. is an exclusive distributor of Standard Process® and MediHerb® whole foods and herbal supplements to health care professionals in Washington, Oregon, Idaho, Alaska and Hawaii. We work to distinguish ourselves with exceptional customer service!

To be considered your resume with a cover letter is required. In your cover letter tell us how you build and maintain positive customer relationships. Please submit your cover letter and resume to [jobs@phytovita.com](mailto:jobs@phytovita.com)

## RESPONSIBILITIES:

- Understanding and supporting the Standard Process® brand and philosophy
- Communicating in a professional manner to a variety of health care professionals
- Answering incoming calls, processing incoming orders accurately, including but not limited to confirming account and billing information, pricing and promotions
- Processing orders submitted via phone, web, fax, mail, and email and voice mail
- Assisting customers with questions and trouble-shooting customer issues and responding to customers with appropriate actions
- Processing credit card payments, credit applications, customer returns and freight claims
- Assisting customers in using our website to place orders or find product and seminar information

## QUALIFICATIONS:

- Minimum 2 - 3 years of experience in customer service demonstrating professional phone and email etiquette
- Proficient in Microsoft Word, Excel, Outlook and navigating the internet
- Accurate and fast data-entry skills; 50+ WPM keyboard speed and 10 key by touch
- Understanding of nutrition and supplements and their role in good health
- College degree preferred/High School diploma or GED required

All candidates must be abstinent from tobacco and nicotine, and able to pass a drug and background screen. Normal work hours are M – F / 7:30 AM to 4:30 PM.

We are located at Redmond Ridge, 10 minutes from downtown Redmond.

Starting pay DOE. We offer a great benefits package including employer paid medical/dental/vision/life, paid holidays and sick leave, monthly nutritional supplement allowance, gym membership reimbursement, and 401(k) with employer match after one year.

