

One (1) Bi-lingual (French Canadian/English) Customer Service Representative – Brattleboro, VT

New Chapter, Inc., an organic manufacturer of vitamin and herbal supplements In Brattleboro, VT is looking for a dynamic individual to join our mission-driven, organization. We seek a Bi-lingual (French Canadian/English) Customer Service Representative to support the Customer Service department in a culture that fosters wellness and social responsibility.

Job Summary:

The primary purpose of this position is to provide world-class Customer Service to our valued French and English speaking client base. The Customer Service Representative should have general customer service experience; possess the ability to coordinate the efforts of others in the organization to achieve client satisfaction.

Responsibilities:

- Provides support to New Chapter clients through proactive telephone response, order entry and communication interdepartmentally on issues.
- Enter and check orders received into New Chapter via phone, fax and email.
- Assists with diagnosis and resolution of a variety of diverse and difficult client problems.
- Provides support to New Chapter consumers seeking answers to questions and/or concerns about New Chapter products.
- Respond to all inquiries from consumers via phone, fax, email, and postal mail.
- Work with the director of medical education to help diagnosis and resolve a variety of diverse and difficult client questions regarding product composition, dosage, interaction with other products, etc.
- Individual must promptly return calls, building relationships with every client contact.
- Represents the Company as an escalated point of contact for questions or problems.
- Individual must learn and demonstrate a working knowledge of Navision, and be able to accurately enter orders, review orders and look at information to respond to client issues/inquiries.
- Must enjoy working with people and must be able to multi-task well.

Qualifications:

- Strong verbal and writing skills.
- Strong data entry skills with excellent attention to detail.
- Customer service oriented.
- Proficient with Windows and general computer skills.
- Ability to work in a fast-paced environment and multi-task.
- Ability to work well with others in a team atmosphere.
- Able to handle difficult clients or situations diplomatically, and exhibit "grace under pressure".

We offer an outstanding benefit package which includes medical, dental, & 401(k). Qualified candidates, submit resume to careers@newchapter.com. New Chapter is an equal opportunity employer.