



Sales and Customer Service Job Description

Location: 2897 Palma Drive, Ventura, CA **Days/Hour** Monday-Friday 8:00am-5:00pm
Department: Business Development Department **FLSA Status:** Exempt Non-Exempt
Reports To: Business Development Manager

Job Summary:

Provide ordering support to customers in an inbound sales center environment. Provide sales support, Process orders, look up information, answer questions pertaining all phases of order fulfillment, and customer services.

Essential Functions:

- Accurately enter phone or email orders into software system. Assist customers with quotation and locating the desired product and answer pricing or discount questions.
- Research and provide accurate details regarding shipment dates, expected delivery dates, invoice totals, discounts and related invoice or shipment details.
- Assist customer inquiries and assist customers in supporting documents request.
- Interact with sales, warehouse, production departments and customers with courtesy and professionalism.
- Supports other sales staff by providing sales data, quotations, market trends, forecasts, account analyses, new product information; relaying other customer services requests.
- Support sales staff by providing sales data, quotation, market trends, forecasts, account analysis, new product information, relaying customer service requests.
- Plan meetings and trade shows by identifying, assembling and coordinating requirements; establishing contacts; developing schedules and assignments; coordinating mailing lists.
- Build and updates customer profiles and contacts list for marketing activities.
- Reading trade publications and getting market trend.
- Facilitate tradeshow.
- Any special projects as assigned.

Additional Requirements:

- Work within a team environment to attain department objectives.
- Exhibit a positive attitude, support corporate directives and be adaptable to change.
- Support of and involvement in company and department safety policies, procedures, programs and activities.
- Maintain a clean and orderly work area.

Required Competencies, Knowledge, Skills and Ability

- One or more years of data entry and 10-key experience.
- An interest in or willingness to learn about nutritional supplements and the natural products industry.
- Must have problem recognition and decision- making abilities.
- Good verbal, written and phone communication skills.

Version Number: 5
Date Revised: 02/23/2021
Date Orig. Issued: 12/2009



- Experience with word processing and spreadsheet applications preferred.
- Ability to interpret documents and follow procedure manuals.
- Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages.
- Ability to deal with problems and resolutions.

Education & Experience:

- Associate or bachelor's degree in business, finance, marketing, and related field and training.
- Experience Customer Service is desirable.

Employee Signature:		Date	
Supervisor Signature:		Date	
HR Signature:		Date	
QA Signature:		Date	

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