



## Customer Service Representative

### About the Role

Adaptive Health is looking for a **Customer Service Representative**. As a member of the Adaptive Health Team, the Customer Service Representative will be responsible for handling customer service inquiries that have been escalated from the call center. This representative will add value by providing exceptional customer service and proactively providing solutions to enhance the Customer Service culture and increasing customer retention.

### Responsibilities:

- Serves as the next step in the customer service escalation process and responsible for resolving issues that arise in the call center.
- Processes customer orders/changes/returns according to established department policies and procedures.
- Responsible for managing the chargeback process.
- Provides email and call support to resolve customer inquiries. Utilizes established guidelines to ensure consistency and appropriate measures are taken.
- Conducts routine call center call quality assessments. Escalates issues as necessary to management.
- Monitors social media accounts and responds to customer service related inquiries when applicable
- Provides timely feedback to the company regarding service failures or customer concerns.
- Compiles statistics and prepares various reports for management. Answers questions from customers or individuals on how a product operates or directs them to the person able to assist them.
- Analyzes data in order to identify patterns and areas of opportunity. Suggests solutions and works to drive change.
- Support the maintenance and occasional updates to customer service training materials. Training new team members as necessary.

### Desired Skills and Experience:

- 1-3 years of experience in a customer service role. Experience in a Tier II Customer Service environment preferred.
- High School Diploma Required
- Experience/Knowledge in the chargeback process preferred.
- Detail Oriented / Time Management Skills
- Excellent Verbal and Written Communication Skills
- Ability to function well as a member of a team



- Familiarity with using a CRM platform preferred.
- Bilingual - Spanish is a plus.

### **About Adaptive Health**

Adaptive Health owns many of the leading wellness and nutritional supplements on the market. These brands include Nugenix®, Beneflex®, Lumiday®, and Luminite®. Adaptive Health is also the owner of Instaflex®, the nation's top-selling joint support product in GNC stores.

Our innovative sales model combines a traditional retail presence with powerful direct response techniques. We manage this model with the help of our unique brand-management platform. This unique platform enables us to effectively manage vast direct response initiatives for our products, while also supporting an expanding retail presence.

### **About the Team**

We're a closely-knit marketing team based in Charlotte, NC. Our office is located in uptown Charlotte with great views of the city skyline, floor-to-ceiling windows, plenty of natural light, a stocked kitchen, ping pong table, and close proximity to lots of good food and entertainment.

Dress code is casual, team events regular, ping-pong matches are highly competitive, and after-work social gatherings occur often.

In the United States, Adaptive Health requires that applicants provide authorization and consent to a background check to continue in the selection process. All employment offers are contingent on meeting our background check standards. If hired, you will be required to provide documentation indicating your legal right to work in the U.S which may be verified through Adaptive Health's participation in the E-Verify program.

As an Equal Opportunity employer, Adaptive Health provides an environment that promotes individual recognition and achievement. We recruit, hire, train, compensate and promote associates without regard to race, sex, color, religion, age, national origin, disability or protected veteran status.