

Job Posting: Customer Support Specialist – Woburn MA

- Position Location: In-office, Woburn MA (company relocating to Billerica 3/2024)
- Full Time Schedule: Monday through Friday 9:30am to 5:30pm
- Full Benefits

Interested candidates submit cover letter and resume to admingroup@lovebeautypro.com

Company Websites: <https://lovebeautypro.com/> <https://plasmaconcepts.com/>

Overview:

- Opportunity to get in on the ground floor of an exciting, fast-growing company in the high demand medical aesthetics industry! Fun and fast-paced team environment with unlimited career & growth potential. Work alongside company founders and executives and be able to make a difference in the growth of the organization.
- Our company provides business-to-business aesthetics marketing, sales, distribution and advanced clinical training. We are in the medical equipment and professional skin care industry selling wholesale treatment products and devices nationally to licensed practices & providers (including physicians, plastic surgeons & dermatology practices, cosmetic physicians, mid-levels, nurses, aestheticians, medical spas).

Are you interested in driving change, bringing new products to market and problem solving? Do you want to work with a growing company and have an immediate impact? We want you to join us!

We are looking for great additions to our team, please apply even if you do not fit all the listed criteria.

The Customer Support Specialist is vital to delivering high level customer service and driving sales results by selling, promoting and educating on our products and services. The ideal candidate is confident with high integrity coupled with a customer-centric attitude, strong work ethic, team player mentality and works well under pressure.

About you:

- Communicates well
- Highly organized, detail oriented and self-motivated
- Keen ability to follow up and follow through to completion any work-related project or task seeing it through to the end
- Empathetic. Loves speaking to customers. Patient and calm under pressure. Comfortable answering incoming calls and making outbound calls
- Passionate about precision, details and organization
- Energized by problem solving and finding solutions
- Thrives in a fast paced, task switching, and collaborative environment
- Eager to learn
- Great with technology and computers
- Comfortable with numbers (general mathematical understanding)
- Positive and optimistic personality – no problem is too big
- Not content with the status quo, consistently works toward improvement

About us:

- Love Beauty Pro & Medical / Plasma Concepts is a rapidly growing Boston-based company who is disrupting the medical device and skin care industry
- Our Support team plays a key role in building relationships with our outside sales team, and national customer base. Customer satisfaction and driving sales and repeat business is an important function. The Support team is active in assisting customers and our outside sales reps via phone, email, chat, social, text, platform and customer product education
- Team environment that drives everyone to improve and collaborate

What you will do:

- Support customers and sales reps via inbound/outbound and input data into HubSpot and our order system
- Build relationships with new /existing customers and outside sales reps
- Resolve customer service inquiries when order, shipping, or billing problems arise and use these opportunities to strengthen our customer and sales rep relationships
- Consult, recommend, select, help locate and demonstrate products and equipment for sale

- Maintain knowledge of items for sale, manufacturer lines, sales policies, promotions, and processes regarding order entry, credit memos and efficiencies with warehouse for distribution
- Review and analyze customer orders and sales reports

Required Qualifications/Skills/Education:

- High School diploma with a minimum of 2 years' experience in Customer Service/Support
- Proficient in the use of Microsoft Office Suite and QuickBooks, Wordpress, Woocommerce, Fishbowl, Hubspot and Aircall computer platforms
- Experience in small company environment, B2B, product oriented, aesthetics, medical or a relevant field preferred
- Ability to think outside the box to overcome customer concerns and efficiently process orders while maintaining a positive, calm and professional presence
- Ability to multi-task and be flexible to the needs of the business. Ability to work as part of a team and take initiative independent of direct supervision
- Pleasant in-person and phone presence
- Great follow through and high sense of urgency to complete tasks
- Goal-oriented and able to meet aggressive deadlines
- Excellent written and verbal communication skills
- Passion for learning new technologies and staying up to date on best practices
- Fast paced problem solver, strong work ethic, positive "can-do" attitude
- Be able to provide 2-3 references from your direct manager(s) or someone you reported to from your most recent employer(s), if requested