



Nordic Laboratories -Customer Service Advisor

Overview:

Nordic Laboratories is part of Nordic Group, a purpose-driven organisation dedicated to improving health globally through functional medicine and a personalised approach to health. As a world-renowned functional medicine brand, Nordic Laboratories supports health practitioners worldwide with genetic and functional testing, clinical education (in-person and online) and supplements.

As we continue to grow and expand our market we are looking for additional full-time Customer Service Advisors based in our Offices in Tunbridge Wells UK and Copenhagen DK.

The role:

- Respond to general email queries from practitioners & patients
- Process orders for tests and supplements
- Answer the phone, online chat and respond to tasks
- Administrative tasks for our own training and webinars for practitioners
- Updating and adding products to our website
- Assist the marketing team where necessary

The successful applicant will:

- Have 2 years customer service experience
- Be a strong communicator
- Be efficient, organised and able to multi-task and prioritise workload effectively
- Have excellent attention to detail
- Work well under pressure
- Be a team player who is prepared to go that extra mile
- Have good computer skills (essential)
- Have a flexible attitude to enable growth and to meet the needs our customers

Benefits:

- Working within a growing global brand
- Daily healthy snacks and an in- house staff lunch once a week
- Discounts on functional medicine tests and supplements
- Collaborative and ambitious team environment
- Fun, sociable team with regular events and activities

Application question(s):

- Please let us know your salary expectations and confirm whether these align with the salary banding noted in our job profile
- Please confirm that you are able to work full time as described in the job profile

Please apply by including your CV along with a covering letter detailing your relevant skills and experience and reasons for applying for this role to jobs@nordicgroup.eu