

TAYLOR DUKES WELLNESS

CUSTOMER SERVICE SPECIALIST

Take the first step toward your dream career! At Taylor Dukes Wellness, we believe in stewarding our God-given abilities to serve others. Each team member brings something unique and valuable to the table, and we're grateful for your desire to join us. The Customer Service Specialist role will have the opportunity to make a significant impact as we scale Taylor Dukes Wellness into a mainstay and trusted brand in the supplement and healthcare industry. This role is integral for the success of TDW both for now and in the future.

ABOUT THE OPPORTUNITY

As a Customer Service Specialist, you will be the primary point of contact who will interact with customers to address their concerns, requests, and questions. You will be responsible for sharing the company mission to educate and empower others to live a healthy and clean lifestyle. You must maintain a positive and compassionate demeanor when interacting with customers through social media, telephone, and e-mail. You must have excellent written and verbal interpersonal skills. You should be strong in problem-solving in a fast-paced team environment.

This role is a remote employment opportunity with the preferred schedule being from Monday - Friday from 9 am - 5 pm CST.

SOME OF YOUR CONTRIBUTIONS WILL INCLUDE

- Be the primary point of contact to accurately and efficiently answer customer e-mails.
- Take ownership of customer requests/inquiries as well as problem-solving and resolution.
- Must have excellent verbal and written communication skills and work well in a team environment.
- Must represent the TDW brand positively.
- Be proactive, positive, compassionate, resourceful, and professional.
- Stay up to date with TDW affairs in order to accurately assist customers and the TDW team.
- Seek advice and escalate issues when faced with tasks/problems outside the scope of your work.

- Basic computer skills, results-oriented mindset, ability to multitask, and strong commitment to the wellness industry are required.
 - Involvement in your community and a strong sense of self-motivation are beneficial.
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WHAT YOU'VE DONE

- Minimum of 2 years of working experience in a customer service environment, preferably in the health and wellness industry
 - A solid understanding of basic computer skills as well as the ability to learn how to use our software.
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WHO YOU ARE

- A person with passion, integrity, and high character.
 - A team player who works well with others while staying focused on tasks at hand.
 - A person with a genuine interest in living a clean and healthy lifestyle as well as the desire to educate and empower others to do so.
 - Teachable, highly self-motivated, and innovative.
 - Kind, patient, compassionate, and enjoys helping others.
 - Excellent interpersonal skills, shown in both verbal and written communication.
 - Ability to go above and beyond to ensure customers are satisfied and questions are accurately answered.
 - A person of wisdom and discernment with a strong sense of time management/prioritization.
 - Ability to answer a high volume of calls and/or e-mails daily.
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BENEFITS/WORK AUTHORIZATION

- Salary is commensurate with experience and qualifications.
 - Opportunity for promotion and growth within the company.
 - Applicants for employment in the United States must have work authorization that does not require sponsorship of a visa for employment authorization.
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WHO WE ARE

We believe that each of us has the power to make a positive impact within our communities by improving the health, lives, and vitality of our customers. We believe that passion leads to success and that the best work is done on a team. Therefore, we put our team members at the center of everything we do.

If you're looking for an opportunity to grow your career with some of the best and most advanced minds in the medical and wellness industry, we're looking for you!

WHAT WE OFFER

- A strong company culture that values teamwork, passion, integrity, and winning together.
 - A work environment that has the opportunity for career growth and skill development.
 - An educated and devoted team whose passions and positivity radiate through everything we do.
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ABOUT THE TDW FLEXIBLE + HYBRID WORK CULTURE

At Taylor Dukes Wellness, we believe our best work is done when flexibility is offered. We know that freedom and flexibility are crucial for all of our employees regardless of location. Our flexible and hybrid work style allows team members the freedom to be innovative and balanced while leading fulfilling personal lives.

COMPANY POLICIES

Taylor Dukes Wellness is an inclusive workplace that respects and celebrates the dignity of all people. We honor everyone's unique strengths and celebrate everyone's individuality. We value those from all different walks of life. We embrace diversity, as we believe it leads to growth, innovation, and ultimately a more successful business. Taylor Dukes Wellness is committed to the principle of providing employees with a work environment free of discrimination and harassment. It is the policy of the company to provide equal employment opportunities for all applicants and employees. The company does not unlawfully discriminate on the basis of race, color, religion, creed, sex, gender, gender identity, gender expression, national origin, age, disability, genetic information, ancestry, medical condition, marital status, covered veteran status, citizenship status, sexual orientation or any other protected status. This policy applies to all areas of employment including recruitment, hiring, training, job assignment, promotion, compensation, benefits, transfer, discipline, termination and social and recreational programs.

Apply by emailing your resume to hello@taylordukeswellness.com and specify which role you are applying to in the subject line.