



Phone :

Web :

## **Job Summary**

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Vacancy :

Deadline : Oct 13, 2024

Published : Sep 13, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Fullscript is making optimal care easy for everyone. Through our care delivery platform, health practitioners can seamlessly design personalized health plans, provide support and education tools, and effortlessly prescribe and manage the use of healthcare's best supplements — all in one place. Since 2011, Fullscript has enabled over 90,000 practitioners to deliver care and has helped more than 5.5 MIL patients follow a path to wellness. And we are just getting started.

Come build a healthier future with us.

We are seeking a dedicated and enthusiastic **Customer Support Specialist** to join our support center team. The successful candidate will be responsible for providing exceptional customer service, resolving customer inquiries, and contributing to a positive customer experience. This role demands excellent communication skills, a customer-centric attitude, and the ability to handle various support tasks efficiently.

### What you'll do:

- Work closely with our customers via phone, email, and live chat to identify opportunities to enhance their experience.
- Troubleshoot issues and recommend or explain product and service features that best meet the customer's needs.
- Resolve complex customer inquiries using various customer support tools and personal product knowledge.
- Build sustainable relationships through open and interactive communication.
- Collaborate with your team to devise new strategies to surprise and delight our customers.
- Coordinate with your team to ensure support coverage during all business hours.
- Identify trends in issues and feedback and report them to your supervisor.
- Be a champion of our brand and uphold our commitment to customer satisfaction.

### Who you are:

- A passion for customer satisfaction and a naturally engaging personality.
- Ability to multi-task and manage all customer service platforms.
- A strong commitment to excellence in all you do!
- Exceptional verbal and written communication skills.
- Strong organizational skills and the ability to manage information from various sources simultaneously.
- An adaptable nature, ready to embrace change and tackle new challenges.
- A team player mindset, eager to work closely with colleagues to create an extraordinary user experience.
- Flexibility with scheduling to ensure optimal coverage for customers across the US and Canada.
- Experience with Zendesk and other SaaS productivity tools would be a bonus.
- Basic understanding of frontend or backend development.
- Knowledge or interest in integrative health or any wellness certifications would be advantageous.

9/12/24

*\*Our Wherever You Work Well philosophy means Fullscript teammates get to pick their own office — whether that's in-office, at home, or a bit of both ☺☺*

Fullscript is committed to diversity in its workforce and is proud to be an equal opportunity employer. We are excited to work with talented people, period. All employment decisions are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, national or ethnic origin, gender, age, disability, sexual orientation, gender identity and/or expression, marital or civil status, political affiliation, family or parental status, or any other status protected by the laws or regulations in the jurisdictions in which we operate.

Accommodations are available on request for candidates taking part in all aspects of the selection process. Please send an email to [accommodations@fullscript.com](mailto:accommodations@fullscript.com) and let us know the nature of your request and your contact information.

Our team handles a lot of sensitive information, which means we require all candidates that receive and accept employment offers to complete a background check before being hired.

[Apply for this job](#)

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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