

Consumer Response Centre Representative

Medical, Drug and NHP industry

Dicentra inc. is an established and expanding Canadian consulting firm located in downtown Toronto. Due to continued growth, dicentra is now servicing some of its clients as a Consumer Response Center, handling email and phone inquiries from consumers and retailers. Inquiries are of a marketing and technical nature related to natural health products.

Please do not forward your resume unless you meet all of the required qualifications below:

Qualifications:

- 2+ years of customer service experience, preferably in the natural health products field
- Completely fluent in both English and French
- Excellent communication skills, both written and verbal
- Excellent project management and organizational skills
- Acute attention to detail and results oriented
- Excellent computer skills

Responsibilities:

- Address all inquiries (fax, email, phone) from consumers and retailers
- Record required details of all inquiries and update records concerning any follow-up
- Be trained on regulatory and marketing issues pertaining to our products
- Report monthly trends on inquiries and results to dicentra and clients
- Maintain database of inquiries
- Promote the Consumer Response Center to potential clients
- Report to Director of Business Development

We offer:

- an entrepreneurial setting with opportunity to expand your career
- a competitive salary and benefits package
- the opportunity to work with a leading edge company in a growth industry

To learn more about us, visit: www.dicentra.ca

Interested? Please respond directly to: HR Department, Dicentra, 21 Phoebe St., B002, Toronto, ON, M5T 1A8 or email to: peter@dicentra.ca