

Customer Service Representative – Full Time position

Location: Irvine, CA

Position summary

Contributes to the efficient operation of the company by providing exceptional customer service to clients using excellent communication/follow up skills, pleasant attitude at all times and ability to work in a fast paced environment.

Qualification:

Fluent in English & Mandarin speaking and written.

Candidate with herbal medicine knowledge or acupuncture license is preferred

Friendly & enthusiastic attitude with integrity & hard working personality

Good with Microsoft word, Excel.

Essential functions:

Play team work to support Sales Department & Accounting department.

Research and respond to customer inquiries and problems.

Process orders in computer system and translate orders into product codes for processing.

Process special formula in database to special formula department.

Process returns and credit memo.

Assist walk in customers.

Maintain record keeping for customer files, UPS manifest and Daily, Monthly and Yearly Sale Update.

Miscellaneous other duties as needed.

Monday to Friday

Compensation: DOE based on experience

Send your resume to chuanhsu@sunten.com