

Pacific Bioscience Laboratories, Inc. – Job Description

Customer Service Representative

SUMMARY

- Customer Service position with up and coming leader in skincare industry.
- Provide frontline communications with CLARISONIC customers via phone and email.
- Educate consumers on the clinical benefits of CLARISONIC.
- Promote and sell CLARISONIC products to customers.

DUTIES AND RESPONSIBILITIES

- Support end user customers with any and all service-related issues.
- Participate in tradeshow and retail events as needed.

QUALIFICATIONS

- Beauty Industry Experience a plus.
- Outstanding customer service skills.
- Bachelor's degree or equivalent work experience.
- Minimum 1 year customer service experience, preferably with skin care professionals.
- Self-motivated, directed, and possess excellent organization, communication (verbal and written), interpersonal and negotiation skills. Interface effectively with all levels in the organization, and excel in a team-oriented environment.
- Able to manage multiple projects, work effectively in a changing environment and meet ongoing and overlapping deadlines.
- Proficient with Microsoft applications, including Excel, Word, Access, and PowerPoint, and with customer relationship management databases.
- Proven ability to work with confidential and proprietary information and data.