



Vibrant Health Products | Job Posting

CUSTOMER RELATIONS COORDINATOR

Are you excited by the idea of bringing healthy and delicious food to customers and consumers? Do you want to enhance your learning by working in a high paced and dynamic environment and join a team committed to bringing our great tasting products to consumers across North America? Then you may be the person we are looking for!

Vibrant Health Products, manufacturer, and marketer of Silver Hills Sprouted Bakery, Little Northern Bakehouse, and One Degree Organic Foods, is looking for an enthusiastic and energetic Receptionist to join our growing team.

The Receptionist is a highly customer service based role which plays an important part in the success of the entire organization. The ideal candidate projects a polished and professional image for the Company, and is the first line of contact and communication for our customers, clients, and employees. Based in our beautiful new head office, the position will support our growing team through various administrative tasks and dealing with customer inquiries.

CONSUMER RELATIONS

- Field customer calls for all three brands – Silver Hills Bakery, Little Northern Bakehouse, and One Degree Organics
- Manage info@ emails for all three brands
- Respond to customer calls and emails within 24 hours (weekday) or 48 hours (weekend)
- Ensure high level of customer service is promoted consistently
- Compile weekly summary reports and share with stakeholders
- Stay up to date on product knowledge

KEY RESPONSIBILITIES

- Answers telephones and greet office visitors in a prompt and courteous manner,
- Ensures that requests and messages are handled and directed to the appropriate party,
- Responsible for receiving and circulating mail to appropriate parties,
- Coordination of all incoming and outgoing couriers,
- Maintains budgeting and purchasing for all office related supplies,
- Assists with developing and maintaining Company phone lists,
- Support team members by working with I/T to troubleshoot and resolve technical issues as they arise
- Responsible for supporting the Office Administrator with arranging travel for employees and consultants,
- Responsible for coordinating meeting room bookings through Outlook,
- Responsible for keeping meeting rooms, kitchen, and reception area supplied and professional looking,
- Coordination of meetings and events including ordering food/beverages,
- Maintain a sign in/sign out log of all visitors and employees,
- Work with OHS to maintain emergency marshalling plan of visitors and employees,
- Responsible for ad hoc preparation of documents, presentations, meeting minutes, newsletters, etc,



- Act as a backup for the Office Administrator and Marketing Coordinators in their absence
- Adhere to all company policies and procedures,
- Other related duties as assigned

EXPERIENCE, SKILLS, KNOWLEDGE AND ABILITIES

- Post-secondary education in Office Administration or related experience supporting business operations in an administrative role
- Advanced experience with MS Office with emphasis on Excel, Word, and PowerPoint
- Exceptional interpersonal skills and strong communication skills (written and verbal)
- A motivated self-starter with the ability to work independently and to function as part of a dynamic team
- Customer service experience is considered an asset
- And most importantly, a love of healthy food

This position will appeal to somebody who wants to be a contributing part of something very new and exciting in the natural foods category.

If you are looking to work and learn in an environment that fosters personal involvement and development, while keeping you challenged and at the leading edge, then this may be the place for you.

Please email your resume and covering letter to careers@vibranthealthproducts.com stating **Customer Relations Coordinator** in the subject line before the posting close date of **October 25, 2017**. No phone calls please.

We thank all applicants for their interest, but we're so busy growing that we'll only be able to get back to those who are shortlisted for interview.

Please submit resumes to careers@vibranthealthproducts.com | CLOSING DATE: **October 25, 2017**