

Customer service/Nutritionist role – Full time – Fushi Wellbeing

Fushi Wellbeing is a young, dynamic and growing ethical health and beauty brand based in West London. We are a small friendly team with a passion for healthy living and providing high quality health and beauty products.

If you possess great customer service skills and have a passion for nutrition, yoga and health, then this could be the perfect job for you.

We are looking for a highly motivated happy person to provide exceptionally superior customer service to our growing customer base.

Your main responsibilities would be: -

- **Customer service: managing our online Help Desk, by responding daily to customer enquiries, resolving customer issues and taking orders over the phone**
- **Providing professional friendly advice over the phone for our vast array of health and beauty range**
- **Managing customer returns and complaints**
- **Depending on your level of qualification, offering nutritional advice and getting involved with product development**
- **Copy writing for our products, for the website as well as other informative materials.**
- **Contributions to our online blog.**
- **Updating basic web content copy for the website**
- **Learning about our natural ingredients and communicating the unique selling points of our products**
- **Working with the team to develop creative marketing campaigns**

What we're looking for in you: -

- Health conscious and a positive outlook
- Great customer service skills
- Competent with Microsoft Office and Outlook
- High attention to detail.
- Excellent communication skills
- Happy to work in a small growing company with big aspirations.
- Nutritional qualification either fully qualified or still studying.
- French and/or German language skills would be an advantage

If you think this is the opportunity for you please email your CV to ria@fushi.co.uk

In your covering letter tell us more about yourself and describe your personality too!

Closing date: 25th January 2017