



Customer Service Representative supporting women's health

Conceptra Biosciences, an innovative life sciences company focused on women's health, seeks a dynamic and customer-focused individual to join our team as a Customer Service and Sales Support Representative. This role is integral to our sales and customer experience processes, ensuring smooth operations and exceptional service to our clients. The ideal candidate will provide administrative support to the sales team, manage incoming pipeline, address customer inquiries, and foster long-term client relationships.

Why join us?

- Be part of a mission-driven organization making a meaningful impact on women's health.
- Work with a passionate, innovative, and diverse team.
- Competitive compensation package, including benefits and opportunities for professional growth.

Responsibilities and duties

Sales support

- Assist the sales team in managing sales pipeline, proposals, and presentations.
- Maintain accurate and up-to-date sales records in the CRM system.
- Coordinate with internal teams to ensure timely delivery of products.
- Track and report sales performance metrics.
- Manage and update product or service information as needed.

Customer service

- Serve as the first point of contact for customer inquiries via phone, email, and chat.
- Resolve customer issues promptly and professionally, escalating when necessary.
- Provide product information to customers and guide them through purchase processes.
- Manage returns, replacements, and customer feedback.
- Build and maintain positive relationships with clients by delivering exceptional service.

Administrative duties

- Organize and schedule meetings, sales calls, and follow-ups for the sales team.
- Support in the preparation of sales reports and analytics.
- Ensure compliance with company policies and procedures.

Desired skills & experience

Education

- Bachelor's degree in Business, Marketing, or a related field (preferred but not required).

Experience

- At least 2 years in a sales support, customer service, or related role.

Skills & competencies

- Strong communication and interpersonal skills.
- Proficiency in CRM software (e.g., Salesforce, HubSpot, Zoho) and MS Office Suite.
- Ability to multitask and prioritize tasks effectively.
- Problem-solving mindset with a customer-first attitude.
- Familiarity with Microsoft Office Suite.

Work environment & compensation package

- Full time remote position
- Pay: Up to \$55,000 per year
- Benefits: 401(k), dental insurance, health insurance, paid time off, parental leave
- Schedule: Monday to Friday

Submit a cover letter and CV to the [Indeed posting](#) by February 21,

Questions? Contact info@conceptrbio.com.