



JOB TITLE: Natural Health Product Expert

DEPARTMENT: Customer Service

REPORTS TO: President

Signature Supplements Inc., a leader in compounding natural health products and based in Dartmouth, Nova Scotia, is seeking a **Natural Health Product Expert** to adeptly manage customer relationships and play a key role in our company's development, innovation and marketing activities.

The purpose of this role is to increase knowledge of our products and services both internally and externally, thereby allowing our team and customers to create the best products and custom formulas for their patients. There will be a focus on increasing customer loyalty and education, identifying new markets, new product opportunities and sourcing premium quality raw materials.

Our ideal candidate is someone with a naturopathic and/or supplement background who brings knowledge and passion for the health and wellness of others. They have a keen interest in being part of a thriving business and is committed to continued improvements and success. We are seeking a career professional with excellent communication skills and a desire to grow professionally with us. As the successful candidate, you will be highly organized with exceptional communications skills and a tremendous attention to detail in a fast-paced working environment.

RESPONSIBILITIES:

Customer Relationship Management

- Collaborate with practitioners to develop stock products and formulas.
- Facilitate on-boarding with new customers, including website navigation, order submission and customer agreements.
- Educate existing customers on Signature Supplements policies and promptly handle more complex inquiries.
- Efficiently handle emails and phone calls, providing timely and insightful responses.
- Equip customers with resources like data sheets to answer product-related questions.
- Partner with our President on effective strategies to enhance overall customer experience and increase customer engagement.

Product Development and Innovation Support

- Knowledgeable on industry trends.
- Function as in-house product/supplement expert alongside company President.
- Evaluate stock products to make recommendations for revisions and creation of new products/categories.
- Assist President in new product innovation.
- Collaborate with President and Director of Business Development on pricing strategies.

Expert Communications and Education

- Create educational documents and resources for customers.
- Facilitate internal training with staff on products and assist in the creation of internal educational resources.
- In collaboration with the marketing manager, engage in marketing strategy discussions and actively contribute executing initiatives (including data sheets, newsletters and social media content).
- Participate in sponsorship programs and trade shows to enhance brand visibility.

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fibres & prebiotics • probiotics • nutraceuticals • flavours • sweeteners • proteins



REQUIREMENTS/ATTRIBUTES:

- 2+ years experience working with supplements, preferably in a naturopathic setting, along with solid comprehension of vitamins, minerals, and natural products.
- 2+ years in customer service environment where customer experience is of the highest priority.
- Strong written and oral communication skills.
- French communication skills would be considered a tremendous asset.
- Comfortable facilitating group trainings and leading meetings.
- Professionalism to ensure the integrity of sensitive customer information.
- Confident using Microsoft Office suite of products, as well as QuickBooks.
- Solutions driven, detail oriented and highly organized with the ability to prioritize competing tasks and operational demands.

This is a permanent, full time, salaried position that will offer compensation that aligns with your background and experience. We have a comprehensive employee benefits program including personal days, medical coverage and a group savings plan.

To be considered for this opportunity, please submit your resume and cover letter to hr@signaturesupplements.ca with the subject line 'Natural Health Product Expert'.

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