



Customer Engagement Specialist (Full Time), Dublin, Ireland.

ABOUT NUTRITICS

Since Nutritics launched in 2013, we've quickly become a global leader in the provision of accurate and reliable nutrition management software. We provide our software to thousands of forward-thinking businesses in 170 countries around the world in foodservice, food manufacturing, healthcare, education and elite sport. Our clients include the NHS, the English Institute of Sport, Manchester City Football Club, King's College London, Aramark, Compass Group, Leon Restaurants and Starbucks.

By using Nutritics, today's professionals have the best tools available to help their clients make accurate, relevant and actionable food choices. Our Customer Care team offers genuine human connection and technical expertise to empower our customers to get the most out of Nutritics and help them achieve their goals.

MAIN RESPONSIBILITIES

- Responding promptly to customer inquiries through various channels including email, phone, live chat and Whatsapp.
- Maintaining a positive, empathetic and professional attitude at all times.
- Acknowledging and resolving customer queries.
- Knowing our products inside and out so that you can answer questions.
- Administrative tasks including processing forms, applications, and invoices.
- Keeping records of customer interactions, transactions and comments.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the customer service process.
- Ensuring every customer is completely satisfied and delighted by their Nutritics experience.

CAREER PROGRESSION OPPORTUNITIES

- Recognition as a key part of the team that continues to deliver significant global growth
- Opportunity to learn from working alongside an experienced management team and market leading clients around the world
- Interaction with senior management of international foodservice, elite sport, healthcare and education businesses

THE IDEAL CANDIDATE WILL HAVE

- The ability to prioritise and multitask, with excellent time management and organisational skills.
- Strong interpersonal skills including active listening.
- To be a strong, confident communicator that excels at collaborative cross-functional work and knows how to be empathic and articulate.
- To be someone that can communicate well, and can develop good relationships among the team and our clients.
- To be passionate about Nutritics and bring that enthusiasm to work daily. We want you to be focused on quality delivery and doing an excellent job that you can take pride in

- 6 months -2 years' experience in a similar role
- Third level qualification is desirable not essential
- Fluent spoken and written English
- Proficiency with Microsoft Office
- Previous experience in nutrition is an advantage but not essential
- Ability to work on their own initiative while working alongside a supportive team
- Excellent communication skills both oral and written
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MOST IMPORTANTLY

Being a people-focused Company, it's not just about the role, we are equally interested in you. Nutritics' core values are real – they are driven by our CEO and are strongly held by everyone working here. These values of Career Fulfilment, Honesty & Integrity, No Ego, Customer First, Excellence, Drive and Personal Commitment allow us to retain and develop excellent staff. We want our team to look forward to coming to work every day and this drives our culture and outlook.

OUR BENEFITS

- 24 days annual leave (33 days including Public Holidays)
- Training & Development Programmes
- Sports and Social Club (with optional local gym membership)

WORKING WITH NUTRITICS GIVES YOU

- An excellent remuneration package
- Unparalleled opportunities to a rewarding & diverse career path
- An experienced technical peer group
- Access to on-going training & development

LOCATION & HOURS OF WORK

Nutritics head office is based in Swords, Dublin where you will be predominantly based. The office is an 8 minute drive from Dublin airport, and is well connected to Dublin City centre by the Swords Express and other bus routes. The candidate will be expected to work at least a 37.5 hour week. We operate a flexi time policy and on occasion evening work will be required to service international markets.