



National Health Promotion Associates

711 Westchester Avenue, White Plains, NY 10604

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JOB POSTING

Job Title: Customer Service Associate

Company Information

National Health Promotion Associates (NHPA) is a leader in evidence-based substance abuse prevention. Established in 1985, our mission is to improve the health and well-being of youth through quality health education materials and services.

Job Overview

We are seeking a full-time, highly motivated individual to join our customer service team. Ideal candidates have experience working with clients to fulfill requests, support the sales process, work independently, and thrive as part of a team.

Responsibilities and Duties

- Handle inbound, outbound calls and emails related to client requests and orders
- Process client orders
- Coordinate training workshop requests and contracts
- Maintain client accounts and records
- Support event preparation and marketing efforts
- Receive, sort, and distribute incoming mail
- Monitor incoming emails and answer or forward as required
- Prepare outgoing mail for distribution
- Scan and copy documents
- Maintain office filing and storage systems
- Update and maintain databases such as mailing lists, contact lists, and client information
- Monitor and maintain office supplies
- Schedule and fulfill light packing/shipping of outgoing client orders via UPS/FedEx/USPS
- Support marketing and sales activities as needed

Qualifications

Successful candidates will possess:

- A minimum of 1 - 2 years of customer service experience
- Proficiency in QuickBooks and MS Office programs
- A high school degree, equivalent or higher
- Strong written and verbal skills
- Ability to move small to medium-sized packages under 30 lbs.
- Experience using standard office equipment (copier, fax, scanner, etc)

Benefits

- Insurance includes medical, dental, and vision
- 401(k) with employer match
- Paid holidays and paid time off

Interested candidates should email a cover letter and resume to:

Human Resources Manager

HR@NHPAMAIL.COM

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