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## **Summer Position: Client Experience Analyst**

**MEND Nutrition Inc.**

April 2019

### **About Us**

MEND Nutrition Inc. is a fast growing start-up and life sciences company initially focused on redefining the role of nutrition in the healing process. We are passionate about helping people heal and live their healthiest. We are working with the world's leading universities and hospitals to research and develop evidence-based nutrition. Our products are proven to enhance health outcomes in patients recovering from illness and injury, aid in healthy aging, and help athletes achieve peak physical performance.

Our team has vast experience starting companies as well as holding leadership positions in multinational corporations. We thrive on innovation, and are constantly pushing the boundaries of our thinking. We believe in practicing what we preach. At MEND we're dedicated to the health and well being of our employees and understand that fulfilling work and a supportive environment drives success. We are a values based company and are looking for like-minded, energetic people to join our team.

Our primary office is located in the Biolabs@NYULangone life sciences accelerator in the SOHO neighborhood of New York City where we are immersed with leading scientists, researchers and partners defining the future of life sciences innovation.

### **About the Role:**

We require a high-energy, passionate summer intern to work with us execute a seamless client experience. The Customer Experience Analyst will work directly with our CEO, VP Operations & VP Business Development to ensure that our end-to-end customer journey is supported through our entire sales cycle from prospecting through to client onboarding in a manner that is in keeping with our Brand Promise.

### **What you will do**

#### Client Experience

- Support the CEO and VP of Operations, and VP of Business Development to streamline sales efforts and new business development efforts including development of direct sales outreach plans
- Work with our operations manager to build out supporting infrastructure for sales enablement, new partner onboarding, order fulfillment processes, and customer engagement
- Work with operations manager to run our sales platform and identify process improvements that will create a world-class client and customer experience
- Identify and help build processes that support both our B2B and B2C sales channels
- Maintain CRM and sales funnel working directly with operations manager to close key clients
- Manage our CRM system, Hubspot, for client engagement, from prospecting to conversion

#### Client & Order Management

- Work with CEO and VPs of Business Development and Operations to implement client management system, including setting up tools to optimize the sales cycle, developing processes and procedures to streamline new client on-boarding and existing client management
- Run day-to-day order management, working with clients and sales team as well as back office order and inventory management tools
- Work with VP of Operations to optimize current processes and develop scalable solutions for client management

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## **Qualifications**

- Currently enrolled in a university degree program (MBA or Undergraduate degree) with a focus on marketing, sales, business or product management
- Passion for staying on the cutting edge
- Detail oriented and excellent communications skills both verbal and written
- Understanding of e-commerce, product development and B2B strategies are an asset
- Experience with a start-up or high growth scaling company would be considered an asset

## **Additional Qualities that matter:**

- A team oriented attitude: We are a start-up and day to day tasks change at a moment's notice – it is an “all hands on deck” environment and we all need to roll up our sleeves to get the job done
- Creative: You think outside the box to relentlessly find innovative solutions Challenger: You like to push yourself and go beyond your own goals.
- Strong attention to detail and accuracy
- Strategic thinking to successfully implement a clear vision
- Customer Centric: we are ruthlessly customer focused and expect you to share our passion for nutrition, healing and – our clients
- Quality-driven: You create great work you're proud of!

## **What we offer you**

- Empowerment: We trust our talented team. Whatever your ambitions or ideas, we encourage you to go after them and will support you.
- Growth: Learn alongside the VP Operations & VP Business Development and grow your skills and experience as you help to build a world-class company
- An opportunity to disrupt an industry: You will be working closely with our clients, researchers and partners to help define the medical nutrition market

*Compensation includes salary*

**Location and Environment:** We are located in Biolabs@NYULangone accelerator in Soho/Tribeca where you'll be working in a fast-paced, start-up environment that is simultaneously our office, ideation center, research center, operations and sales -- all under one roof. This allows us to collaborate and learn from each other's area of expertise, providing better solutions to our customers.

## **Diversity & Inclusion:**

We're proud to be an equal opportunity employer open to all qualified applicants regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or expression, Veteran status, or any other legally protected status