



Summer Position: Customer Support Analyst
MEND Nutrition Inc.

About Us

MEND Nutrition Inc. is a fast growing start-up and life sciences company initially focused on redefining the role of nutrition in medical and clinical settings. 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 products that create better patient outcomes.

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/Tribeca 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 to support our customers. This internship will work closely with our CEO, VP Operations and Marketing team to provide world class customer service

What you will do

- Manage and operate all customer service activities in coordination with CEO, VP Operations and Marketing Manager
- Interface directly with customers through phone, chat, and email to provide superb customer service
- Develop and manage key performance indicators to track how customer service activities equate to conversions and lifetime value of the customer
- Identify efficient and cost effective technologies to build a foundation for customer success that will scale with our brand
- Be the day-to-day face of MEND with our customers and ensure our company values, brand, and customer service are presented properly across channels
- Work with executives to develop a broader customer service plan across channels that scales with the business as we invest in marketing, advertising, and infrastructure
- Develop call center scripts and adjust scripts in order for continuous improvement across MEND customer lifecycle

Qualifications

- Currently enrolled in a university degree program (MBA or Business degree) with a focus on marketing, sales, customer service or product management
- Passion for staying on the cutting edge
- Detail oriented and excellent communication skills both verbal and written
- Preference will be given to those candidates who are proficient with the Google ecosystem and or online collaboration tools and platforms
- Understanding of ecommerce and customer service would be considered an asset

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- 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. We're ambitious and we want you to be too!
- 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, well-being and – our clients
- Quality-driven: You create great work you're proud of!
- Team player: You share ideas, convey the vision, empower the team and understand that

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 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 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