**B2B Marketplace Support Specialist**

Grovara is the 1st B2B Global Marketplace for Wellness brands, connecting international retailers directly with leading US wellness brands. Our platform streamlines the entire product discovery, order process and fulfilment for export, while empowering brands and retailers with wellness-focused data insights to accelerate growth and scale.

Grovara is seeking a candidate who is comfortable working independently, dedicated, hardworking, analytical, and customer service-oriented, with a proven track record of performance and results-oriented thinking, to join our Sales Support Team. This is a remote position due to COVID.

The B2B Marketplace Support Specialist will be responsible for resolving customer inquiries and issues in an effective manner, assist buyers and brands with order fulfillment, provide operational support to buyers offline and on the marketplace platform, assist in product registration, and aid in new platform sign ups.

On a day to day basis, you will:

* Strive to ensure customer happiness and provide buyers a seamless purchasing experience
* Responsible for customer reorders and engagement of current accounts
* Responds to enquiries such as order issues, aid in shipment and documentation issues
* Create, enter and update customer sales orders on the platform as per negotiated pricing, while generating customer estimates, PO and invoices
* Provides prompt and excellent service to Grovara customers including escalating buyer issues
* Obtain brand, marketplace and global business knowledge to better serve customers
* Assist in transition of customer onboarding, sales documentations and continuous verification of prospect and customer data integrity on the platform and CRM
* Verify transaction information; obtaining authorization of online order payments
* Responds to customer inquiries about product information, category and brand insights
* Provide prospects and customers with promotional materials and other sales resources
* Maintains great performance metrics such as quality of service, first contact resolution, productivity, and customer happiness
* Demonstrates excellent time-management skills and the ability to work independently

Education and Experience Requirements:

* Strong organizational and issue resolution skills
* Bachelor’s degree in Business or related field
* Experience in E-Commerce/Marketplace Support

Skills and Knowledge:

* Strong prioritization and time management skills, with a high degree of flexibility
* Exemplary performance record, particularly with regard to quality & productivity
* Ability to prioritize and demonstrate relentless discipline in achieving goals
* Demonstrate effective communication, composure, and professional attitude
* Preferable: Proficient Speaking/Writing in Spanish

Computer/Software Proficiency:

* Working knowledge of Microsoft Office (Outlook, Word, Excel, PowerPoint)
* Experience using CRM Applications such as Salesforce or similar
* Experience in using order processing platforms such as QuickBooks or similar