

## **Field Support Associate**

H2O at Home, Inc. is a mission-driven company that seeks to bring safe, effective, and natural home and personal care solutions to the world.

Founded in France in 1998 and established in the US in 2009, we have been thinking outside the box for two decades. Our social selling business model distributes our method of cleaning with just water and our natural, organic, and sustainable product lines to 48 states in the US. Learn more at: [h2oathome.com/us](http://h2oathome.com/us) or [facebook.com/H2OatHomeInc](https://facebook.com/H2OatHomeInc)

The Field Support Associate reports to the Field Support Manager for H2O at Home's US headquarters in King of Prussia, PA. We are looking for an experienced customer relations person who understands small business procedures and enjoys taking on new challenges.

Employer contributed 401K, generous PTO, and medical/dental coverage are just a few of the perks within H2O at Home's comprehensive benefits package. Apply today for a chance to work in an openly collaborative and innovative environment.

### **Field Support Associate Key Functions:**

- Handle incoming calls and emails related to a variety of issues affecting our Direct Sales Field Advisors.
- Develop product knowledge and respond to related inquiries.
- Help Field Advisors access and handle all basic operations (system set-up, order entry, returns, exchanges, and access to corporate resources).
- Interface with Marketing, Finance, Supply Chain, and Event staff to disperse information to Field Advisors.
- Act as the base of communication and customer service for the corporate office to its Sales Force / Field Advisors, providing a wide range of support and relationship building while keeping a focus on enhancing their Direct Sales businesses.

### **Requirements:**

- At least two years of related experience
- College degree preferred
- This position would be required to work 10:00AM – 6:00PM Monday through Friday
- Detail oriented, with the ability to manage multiple projects simultaneously
- Energetic, pleasant, articulate, forward thinking, well-written, and very driven
- Must possess high ethical standards and reflect an appropriate, professional image
- Enjoy working in a small office and collaborative environment
- Very strong interpersonal skills
- Excellent computer skills / working knowledge of Excel

Job Type: Full-time

Qualified candidates should submit cover letter and resume to [office@h2oathome.com](mailto:office@h2oathome.com).