



Location: Westlake Village, CA

### **Seeking your personal challenge?**

Implen is a privately held corporation that is a leading supplier for spectroscopy instruments and consumables for the non-destructive analysis of ultra-low volume samples. The company focuses on biological, chemical, and pharmaceutical laboratories in industry and research. Since 2003 Implen has a strong focus on the customer taking pride in providing quality products and a high level of customer service to achieve total customer satisfaction with more than 12,000 units installed worldwide and over 19,000 scientific publications available mentioning products from Implen.

To further grow the business we are looking for:

## **Customer Support and Marketing Coordinator (Westlake Village, CA)**

We are seeking a highly motivated and organized individual to join our team as a Customer Support and Marketing Coordinator for a leading manufacturer of micro volume UV Vis spectrophotometers (NanoPhotometer). This role requires a dynamic individual who can provide exceptional tier 1 customer service, assist with marketing activities, and contribute to the smooth operations of our day-to-day activities. The ideal candidate will possess strong communication and organizational skills, and a proactive attitude, with the ability to multitask and meet deadlines in a fast-paced environment.

### **Assignment**

- **Tier 1 Customer Service Support: (30%)**
  - Provide first-line customer support to clients, addressing product inquiries, troubleshooting issues, and providing technical assistance related to NanoPhotometer products.
  - Resolve customer issues and escalate complex problems to senior technical staff as needed.
  - Manage and track service requests and ensure timely follow-up for customer satisfaction.
  - Weekly reporting of service open cases status.
- **Marketing and Campaign Support: (55%)**
  - Collaborate with sales team and assist in the creation and management of marketing campaigns, including email newsletters, e-blasts, and social media promotions.
  - Use marketing platforms to tweak messaging for targeted audiences, ensuring campaigns align with company goals and customer needs.
  - Analyze campaign performance data and help adjust content and strategies as needed to maximize engagement and ROI.
- **Social Media Management (10%)**
  - Create, schedule, and manage social media posts across various platforms (e.g., LinkedIn, (X) Twitter, etc.) to enhance the company's online presence.
  - Develop a strategy to increase followers on social media.
- **Logistics & Shipments: (5%)**
  - Handle outbound shipments, including packing and arranging deliveries with UPS or other shipping services.

## Qualifications

- Education: Bachelor's degree in Business, Marketing, or related field (preferred).
- Experience: 1-2 years of experience in customer service, marketing administration, or logistics.
- Experience with technical products or in a scientific field is a plus.
- Skills:
  - Strong communication and interpersonal skills.
  - Proficiency in using Microsoft office ( example excel, PowerPoint, word) and social media
  - Detail-oriented with excellent time management skills.
  - Business ownership for overseeing a project from start to end.
  - Analytical with a critical thinking approach
- Other Requirements:
  - Local candidates only Must be based within 25 miles from Westlake Village, CA

We offer a challenging assignment with adequate payment in a non-bureaucratic work environment with plenty of room to realize individual ideas and career goals.

Interested? Please send us your resume and cover letter.

Implen, Inc.

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