



**Role:** Community (Customer) Engagement Specialist - Nerdy Do-Gooder Team

**Type:** Employee

**Location:** Remote

**Function:** Customer Experience

**Reports to:** Customer/Community Engagement Team Manager

**Position Type:** Full Time, Tuesday - Saturday (non-exempt), 9am PST - 5pm PST

### **Who is Seraphina Therapeutics?**

Seraphina Therapeutics is a San Diego-based consumer health company dedicated to discovering and developing novel, science-backed, natural products that protect our health as we age. Our team consists of leaders in medicine and public health, healthy aging science, and natural health products - a team of nerdy do-gooders!

### **What is fatty15?**

[Fatty15](#) is the world's first (and only!) pure, vegan-friendly C15:0 supplement.

C15:0 is a healthy saturated fat that was [discovered as essential](#) by our founder, Dr Stephanie Venn-Watson, and her team of scientists and doctors who were studying how to improve the health and longevity of dolphins. Check out her [TED talk](#) to learn more!

C15:0 is the first essential fatty acid to be discovered since the omegas, which was over 90 years ago. Fatty15 repairs, re-energizes, and replenishes cells to promote healthy aging. It is backed by 10 years of extensive research, over 40 patents, and numerous peer-reviewed scientific publications. To learn more about the science behind C15:0 and all the health-related benefits, take a look [here](#).

[Fatty15](#), was officially launched in 2021, sold out within 6 weeks, earned Nutritional Outlook's ingredient of the year, was recognized as a Fast Company World Changing

Idea (2022 & 2024), Nutraingredient - USA Award Winner, Modern Retail Awards - for Customer Experience and has been featured in NPR Science Friday, PBS, Forbes, Washington Post and Men's Health, Insider, W Magazine, New York Times, and many others. Our Nerdy Do-Gooder team is setting the standard for exceptional, innovative customer experiences, leading the way in redefining industry expectations. Fatty15 is a rapidly growing health and wellness supplement, poised to become a household name!

Nerd out on the science at [DiscoverC15.com](https://DiscoverC15.com)

## **Job Description: Community (Customer) Engagement Associate**

### **What You'll Do**

- Engage directly with our customers to address questions, concerns, and feedback, acting as a key public representative of the team and ensuring an exceptional level of customer experience across email, social, ads, SMS, and phone-calls.
- Manage follow-up with relevant team members to ensure resolution of customer issues in a timely fashion.
- Be a liaison between internal teams and to communicate customer needs.
- Assist with market research to help determine how to best support customers and take those learnings to assist with creating and implementing improvements to our customer journey.\\ing a small, scrappy, egoless team that loves to work together.
- A self motivated problem solver. You're comfortable and confident taking action on your own. You're dependable and display sound judgment.
- Curious. You can't help yourself when it comes to learning new things, and learning the new research and science around fatty15 is no exception. You aren't afraid to ask questions and pull reports searching for answers. You're comfortable tinkering with data and seeing what stories it may tell.
- Looking for a flexible, non-traditional schedule. You may work at nights and on weekends, with the understanding you will have other times off.
- Experimental. You're a non-traditional thinker who is always striving to make things work faster, easier, and better.
- Strong writer with a brand mindset. You see the value in maintaining standards and professionalism.
- You're organized, and flexible to change to reflect the priorities of the day, without losing sight of assignments and goals.
- A love for personal health and the science related to your health.

## **What You Need**

- Bachelor's degree in a related field required, preferably in a science or health field, but we would also consider business administration or communication
- 2 years of customer experience required
- 1-2+ years of experience in community building for direct to consumer and/B2B brands is strongly preferred, as it is an integral skill for our day-to-day customer interaction
- Comfort with troubleshooting, thinking big picture, problem solving
- Interest in personal health and/or passion in integrative medicine; comfortable reading research and articulating knowledge with customers
- Experience with an eCommerce subscription business is a huge plus, but not required
- Gorgias/Gladly (or similar platform) experience is preferred, Shopify and Recharge a plus!
- Located in the United States - we are a remote first organization!
- Non-traditional work week: Willing to work one weekend day

## **What we offer:**

- The salary range for the role is \$43,900 - \$46,000 per year
- Work remote
- 401k with a 3.5% company match
- Flexible unlimited PTO and 11 company paid holidays - with 70% of premiums paid by the company
- Medical, vision, and dental benefits
- A free fatty15 subscription
- A fun work environment and a team of Nerdy Do-Gooders
- Opportunity to grow personally and with an exciting, growth oriented company!

Please reach out to [info@fatty15.com](mailto:info@fatty15.com) with any questions and with your resumé and cover letter.