

CARO Analytical Services is a growing environmental and food testing laboratory that provides professional analytical testing services to public and private clients throughout Western Canada. With operations in Richmond, Kelowna, Edmonton, Calgary, and Whitehorse, CARO strives to achieve its mission of providing clients with complete peace of mind through the highest level of service, technical excellence and quality control. CARO also has a pretty awesome corporate culture!

JOB DESCRIPTION: CLIENT SERVICE REPRESENTATIVE – Richmond, BC

As a Client Service Representative for CARO's Richmond Environmental Laboratory, your duties will include liaising with clients by providing information on lab services, pricing, and project status via phone and email. Duties will also include administrating the sample receipt process using a Laboratory Information Management System (LIMS) database, prioritizing samples and processing efficiently to the laboratory. It is also the responsibility of the Client Service Representative to manage shipment of client supply requests and ensuring that work is conducted in adherence with quality standards.

As a Client Service Representative, you will relay special client requests to the applicable operations department and ensure client satisfaction at all times. Collaboration with other departments at CARO will be critical, including sales, operations, quality and other client service staff.

Qualifications:

- Degree or diploma in environmental, chemical or microbiological sciences
- Past experience working for an analytical services company, preferably in a similar capacity
- General customer service experience
- Friendly and positive attitude
- Self motivated with exceptional interpersonal and communications skills
- Ability to work in a high-energy environment and handle multiple tasks and deadlines
- Great phone persona
- Strong computer literacy including MS Office applications
- Demonstrated knowledge of environmental methodologies, environmental regulations and quality management practices
- Strong attention to detail

CARO Analytical Services offers attractive potential for career advancement, with competitive remuneration and benefits. If you aspire to a career with a thriving, fast-paced and growing company with top quality people, consider CARO.

No telephone inquiries please. Please provide cover letter and resume by email to:

Email: hr@caro.ca
Attention: CARO HR – CLIENT SERVICE REPRESENTATIVE – Richmond