

**Email:** hr@caro.ca  
**Attention:** CARO HR – ACCOUNT MANAGER – Richmond

---

**CARO Analytical Services is a group of Charismatic Scientists, driven to make the world safer and healthier.**

Sound like something you could get on board with?

Our Account Managers work from the comfort of our corporate headquarters in Richmond BC, assisting our clients on environmental projects throughout the province. Your assignment, if you choose to accept it, will be to forge strong relationships with your clients, and apply your science mind to ensure that their analytical needs are met. Although home base will be the Richmond Laboratory, you may find that conference attendance and in-person interactions are a great way to maintain industry ties and foster continued learning (and are therefore encouraged). We understand that making the world safer and healthier is not something you can do alone: as an Account Manager you will work collaboratively with clients and operational/service teams, as an essential element to a better world.

**A typical day for one of CARO's Account Managers (AMs) might look like this:**

- Attend the day's operational huddle to get briefed on laboratory progress
- A lab accident occurred; it is your job to tell the news to your client and help come up with a solution
- Set up an upcoming project in CARO's database, and put an order for bottles through to the logistics specialist
- Review yesterday's work orders, and follow up on any surprises
- Investigate a recent analytical method that is directly related to one of your client's sites
- Help a client interpret their report
- Brainstorm with a fellow AM how to tackle a client's contamination issue
- Be a superhero: Call said client and advise on your proposed best course of action
- Work with a CARO scientist to understand a tricky sample
- Join an afternoon learning session. Today's topic: Asking the Right Questions: A Case Study.

**You will be awesome in this role if:**

**You pay attention to detail.** You can concentrate on a task for hours, and the output is always top-quality. You're "that person" who always finds the missing comma, or points out the inconsistencies in a set of data.

**You can multitask.** When things change or someone new demands your attention, you can go with the flow and transition that great attention to detail onto another task.

**You are customer-focused and like helping solve problems.** No one ever said problem solving was easy, but you approach challenges with a level head and help to put others at ease. You will not stop until you have a solution to your problem.

**You are authentic.** You are transparent in everything you say and do, and take responsibility for your work. It is easy for people to trust you, because they know you will always do as you say. Bonus points if you are great at conveying this authenticity over the phone!

**You are engaged and motivated.** You take interest in what others around you are doing, and are constantly seeking to understand deeper so that you can be proactive in championing new ideas.

**You are a true team player.** Whether working with a team of CARO employees, or with a group of clients on a project, organization and team success is always a priority.



A decorative graphic in the top right corner consisting of several overlapping hexagons in shades of blue, grey, and green.

## ACCOUNT MANAGER Richmond

**Email:** hr@caro.ca  
**Attention:** CARO HR – ACCOUNT MANAGER – Richmond

---

### Think you've got what it takes?

A degree or diploma in environmental, chemical or microbiological sciences will give you a leg up, and any laboratory experience will give you that extra boost. Some of our most successful Account Managers come from the lab; they were more engaged by conversations than titrations so turned to something a bit more interactive. If you are not already a member, we will work with you to acquire your Professional Chemist (P.Chem.) designation, which attests to the high level of competence, integrity and ethics that are the foundation of CARO's commitment to our clients.

**HINT:** In your resume or cover letter, make sure you tell us where you got your people-managing superpower!