

Email: hr@caro.ca

Attention: CARO HR – CLIENT SERVICE REPRESENTATIVE – 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 Client Service Representatives work from the comfort of our corporate headquarters in Richmond BC, assisting our clients on environmental projects throughout the province. They work through email, phone, and industry-leading online platforms to answer questions, solve problems, and coordinate with scientists to assist in delivering high quality analytical data. We understand that making the world safer and healthier is not something you can do alone: as a Client Service Representative, you will work collaboratively with various teams, both internal and external, as an essential element to a better world.

A typical day for one of CARO's Client Service Representatives might look like this:

- Checkup on the sample pickups scheduled for the day
- Triage incoming samples, and liaise with scientists to set expectations for the day's activities
- Iron out a billing issue and reset some lost passwords
- Help a client get set-up on CARO's online data portal
- Brainstorm with fellow CSRs how to tackle a client's complicated sampling program
- Be a superhero: Call said client and advise on the best course of action
- Ensure that all test samples are inputted into the database, properly segregated, and labelled
- Coordinate next-day deliveries with the Logistics Specialist
- Join an afternoon learning session to get caught up on recent industry changes

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.

Think you've got what it takes?

A degree or diploma in environmental, chemical or microbiological sciences will give you a leg up, however you don't need to be a scientist to work with scientists. We train on the go, so you will always be kept up to date with all the technical knowledge you need to be great at your job. What we are really after is someone with experience helping people solve problems, and an innate desire to make things better.

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