

CARO Analytical Services is an environmental and food laboratory that provides professional analytical testing services to public and private clients throughout Western Canada. With operations in Kelowna, Richmond, Burnaby, Victoria, Edmonton, Calgary, Yukon 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 happens to have a pretty awesome corporate culture thanks to a great team of employees who take their jobs seriously but not themselves!

DESCRIPTION: Account Manager – Richmond, BC
(Full Time)

As an Account Manager for CARO's Richmond Environmental and Food Testing Laboratory, your duties will include being the main day to day contact for a list of clients. You will focus on setting up projects and building strong relationships. You will liaise with clients by providing information on lab services, pricing, and project status via phone and email. Building relationships through in-person meetings will also be key in this role. In addition, duties will include administrating the sample receipt process using a Laboratory Information Management System (LIMS) database, maintaining updated project information and compiling final reports for clients ensuring that work is conducted in adherence with quality standards. As an account manager, you will relay special client requests to the applicable operations department and ensure client satisfaction always. Collaboration with other departments at CARO will be critical, including sales, operations, and quality.

QUALIFICATIONS:

- Degree or diploma in environmental, chemical or microbiological sciences
- Experience working for an analytical services company, preferably in a similar capacity
- Prior client service experience with a demonstrated ability to provide creative solutions
- 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
- Strong computer literacy including MS Office applications
- Demonstrated knowledge of environmental methodologies, environmental regulations and quality management practices
- Strong attention to detail

We are charismatic scientists driven to make the world healthier and safer. CARO Analytical Services offers an attractive potential for career advancement and development, with competitive remuneration and benefits. If you aspire a career with a thriving, fast-paced and growing company, consider CARO.

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

EMAIL: hr@caro.ca

ATTENTION: CARO HR: Account Manager – Richmond