

**CARO Analytical Services** is an employee-owned environmental and food laboratory that provides professional analytical testing services to public and private clients throughout Western Canada. Whether supporting a client cleaning up a contaminated site, providing water quality data to ensure Canadians have access to clean water, or supporting the government in testing our food source for potential pesticide exceedances, CARO provides the data essential to the success of these programs. 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: *We are charismatic scientists, driven to make the world safer and healthier.*

**DESCRIPTION:** Customer Service Representative – Richmond, BC (*Full Time*)

As a Customer Service Representative for CARO Analytical Services' growing laboratory network, your main responsibilities will include:

**Client Facing**

- Greeting walk-in clients and receiving incoming samples.
- Responding to incoming client calls and emails.

**Work Order Tasks**

- Work order Login and sample labelling.
- Confirm COC discrepancies with Account Manager or Client (as needed).
- LIMS client/project setup for small accounts. Training provided.
- Sending Login notification to clients promptly.

**Logistics**

- Receiving incoming samples from couriers and assisting walk-in client.
- Shipping – return coolers, interoffice shipments, sublet.
- Complete Bottle Order Requests on WooCommerce and use it for tracking/preparing/packing order and shipping on-time. Training provided.

**QUALIFICATIONS:**

- Genuine dedication to customer care/service.
- Ability to prioritize and multitask.
- Excellent verbal and written communication skills.
- Excellent organizational and administrative skills; detail oriented.
- Problem solving and trouble shooting skills.
- Knowledge of MS Office (Word, Excel, PowerPoint, Access etc.).
- Ability to work well under pressure in a fast-paced environment
- Previous customer service experience is an asset.

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

Please email your resume to [hr@caro.ca](mailto:hr@caro.ca) and put "Customer Service-Richmond" in the subject line.