

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.*

Full Time Receptionist/ Admin Support – Kelowna, BC

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

#### **Client Facing**

- Greeting walk-in clients and receiving incoming samples.
- Processing clients' orders through the online store.
- Responding to incoming client calls and emails.
- Act as client's first point of contact for general inquiries, status updates, work order, analysis and all other questions or appropriately escalate to account manager.
- Enter Bottle Order Requests on WooCommerce.

#### **Admin Task**

- Managing and tracking inbound/outbound mail.
- Admin support for pre-pay invoicing and monthly invoicing requirements.
- Reporting support to account managers.
- Coordinating credit applications.
- Data entry – sublet.
- Coding of invoices for accounts payable.
- Maintaining administrative documents up to date.
- Waybill creation/ shipping support for logistics.
- Work order login (hold samples) and sample labelling support as needed.

#### **QUALIFICATIONS:**

- Science degree or previous work in a laboratory is an asset.
- Experience and genuine dedication to customer service.
- Knowledge of MS Office (Word, Excel, PowerPoint, Access etc.).
- Professional Demeanor and strong oral communication skills.
- Ability to effectively manage time and priorities while performing multiple tasks.
- Ability to maintain a positive attitude while working in a fast-paced environment.

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 "Admin-Kelowna" in the subject line.