

CARO Analytical Services is an employee-owned environmental, food and cannabis 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: Junior Account Manager – Kelowna, BC *(Full Time)*

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

Client Project Support

- Act as client's first point of contact for general inquiries, status updates, work order, analysis and all other questions or concerns.
- Setup and maintain client projects in LIMS.
- Respond/follow up on client feedback and problem-solving client concerns – appropriately escalate as needed and ICARs.
- Ensure special analytical requirements are communicated effectively to operations.
- Reporting/Invoicing & Bid Pricing.
- Initiate and follow up on data verification with clients and confirm COC discrepancies.
- Enter Bottle Order Requests on WooCommerce.

Work Order Management

- Updating work orders with additional analysis and/or revisions.
- Data verification when requested by clients.
- Contact clients about delays
- Reporting – ensure reports are emailed on time.
- Invoicing – ensure pricing is set correctly for work orders, correct bid applied, surcharges.
- Work Order Review, login and sample labelling (as needed).

QUALIFICATIONS:

- University or College degree/diploma in a related field is preferred.
- Previous account management and Industry experience is an asset.
- Energetic personality that can work independently in a fast-paced environment.
- An excellent understanding of client care and the ability to relate to a wide range of people.
- The ability to solve problems as they arise and to generate ideas.
- Detail orientated and good record keeping skills.
- Strong interpersonal and organizational skills.
- A polite, friendly and diplomatic manner.

Please email your resume to hr@caro.ca and put "Junior Account Manager" in the subject line.

