

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 Team Lead – Kelowna, BC *(Full Time)*

Customer service team lead supports company's customer service activities by directing and overseeing team members, resolving customer questions or complaints, and developing programs and procedures to enhance productivity and performance.

As a Client Service Team Lead for CARO Analytical Services' growing laboratory network, your main responsibilities will include:

Key Client Project Management

- Build relationships with clients, perform client visits (as needed) and provide consultation, recommendation and technical assistance by staying current on the application and interpretation of
- analytical data and regulations.
- Setup and maintain client projects in LIMS.
- Kick off meetings with clients to ensure sales promised items are followed through to service and all contract requirements are met for contractual clients.
- 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.
- Data Verification when requested by clients.
- Work Order Review.

Operations

- Ensure team-oriented communication to solve issues and ensure the highest levels of customer satisfaction.
- Lead and coordinate the day-to-day activities in the assigned area.
- Schedule workflow and delegate tasks through the department so that client deadlines are met in a timely fashion.
- Continuous monitoring and improvement to decrease login notification time and ensure on time bottle order delivery.

People Management

- Train & motivate staff, set goals, review performance, and assess training needs, at least annually.
- Manage department coverage, schedules, overtime, timesheets, and personal expense reports.

QUALIFICATIONS:

- Post-secondary education from an approved institution or an equivalent combination of education and experience.
- Supervisory experience is an asset.
- Excellent skills for communicating and relating with both staff members and customers.
- Proficient with standard computer software (MS Office, LIMS, etc.).
- Thorough understanding of overall required processes and documentation.
- Dynamic, energetic, motivated professional with high attention to details.
- Must be a self-starter with strong solution-oriented thought process.
- Ability to remain calm under pressure and lead a team during high energy situations.

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 and put “Kelowna Team Lead” in the subject line.

