

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 – Richmond, 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:

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.
- Review/track internal shipments (in-transit query).
- Sample organization/prioritization for login efficiency to lab.
- Act as the laboratory contact for container, analysis and holding time questions.
- Overview of inventory supplies for bottle orders.

People Management

- Hire, 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 in 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 detail.
- 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.
- Must be able to execute on timelines and expectations autonomously.
- Ability to recognize and react to changing work demands.

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 "Client Service Team Lead" in the subject line.