

CUSTOMER SERVICE REPRESENTATIVE/ACCESSIONER, QUADRANT BIOSCIENCES**COMPANY**

This is a fantastic opportunity to join a rapidly growing biotech company. Quadrant Biosciences works with top academic institutions, medical researchers and engineers to translate breakthrough findings into thoughtfully developed, scientifically sound applications. Our technology includes functional brain assessments and epigenetic biomarkers for neurological conditions such as concussion, autism spectrum disorder, and Parkinson's disease. Quadrant Biosciences was recently highlighted on CNN, NPR, Bloomberg, and Huffington Post for its groundbreaking work.

JOB SCOPE

The Customer Service Representative will serve existing and potential customers by providing product information and resolving product and service problems. The Customer Service Representative will be responsible for managing customer accounts, customer orders, and customer points of contact (including phone and email).

Responsibilities include, but not limited to, providing superior customer service for the following tasks:

- Becoming knowledgeable of our product and processes to enable timely responses to any questions or concerns from existing or potential customers.
- Facilitating customer account management including: opening, updating, and verifying accounts.
- Facilitating customer order process which includes supporting order entry via phone, fax or online, validating the accuracy of order information, and issuing orders for shipment.
- Resolve product or service problems by understanding customer concern, determining root cause, and selecting the best solution to address.
- Following-up with existing customers, as appropriate, to facilitate re-orders
- Perform general inventory management practices (expiration, allocation, etc.)
- Prepare reports by collecting and analyzing customer and/or shipment information.
- Support accessioning processes by following a standard operating procedure, which includes evaluating samples for integrity, verifying completion of inputs (i.e. labels, forms, payments), entering information into the sample management system, managing communication with appropriate parties to address open issues, and managing the shipment to bulk samples to the laboratory for analysis.
- Key work interactions (main interfaces with who the jobholder will have regular contact): Co-workers, Managers, Customers, Vendors

QUALIFICATIONS

Excellent verbal and written communication skills. Excellent interpersonal skills. Highly organized with attention to detail and quality. Able to adapt and multi-task. Eager to learn. Experience and proficiency with Microsoft applications. Prior customer service experience is a plus.