

Job Description Summary

STEMCELL Technologies is looking for a Customer Service Associate to join the North American team! The Customer Service Associate will work as part of the dynamic team that is responsible for ensuring our quality products continue to support scientists across the country. We are looking for someone who can deliver exceptional customer experience to researchers and colleagues. This is a great entry level biotech position that teaches you our day to day business, and offers opportunities for growth within the organization.

Each day is a different adventure in Customer Service, providing new opportunities to problem solve and wow our customers.

Job Description

Duties and Responsibilities

- Process a variety of customer orders for an assigned territory into the ERP system accurately. This includes all materials and services on the STEMCELL Catalog: reagents, proficiency testing, primary cells, custom orders, instruments, training course etc.
- Ensure timely and accurate data entry into our ERP system.
- Manage Open Sales Orders to identify and resolve issues leading to successful shipments of orders to customers.
- Review web orders submitted via Stemcell.com, and process credit card payments.
- Provide exceptional service to all external and internal customers.
- Respond to customer inquiries in a timely manner in writing and over the phone.
- Collaborate cross departmentally across Operations, Sales and Marketing to communicate and meet customer requests in a timely fashion.
- Collaborate with Finance to follow up with customers on any collection, invoice or credit card issues.
- Act as a custodian of inventory that is warehoused in various locations, including inventory on hold.
- Meet Departmental Key Performance Indicators around Order Processing and Accuracy.
- Provide reception coverage as required.

Qualifications

- Bachelor's degree required.
- Proven customer support experience or experience as a client service representative.
- Flexibility to work different shifts and provide some holiday coverage (6am – 5pm PST).
- Proven Troubleshooting and Problem Solving Skills.
- Strong phone contact handling skills and active listening.
- Excellent verbal and written communication skills.
- Ability to multi-task, prioritize and manage time effectively in a fast-paced environment.
- Fluency in English required.
- Ability to speak native languages in Global Regions is required.

This role requires vaccination against COVID-19 as per the current recommendations by local health authorities, including any COVID-19 boosters as recommended by local health authorities and where available.

#united

STEMCELL Technologies Inc. is a privately-owned biotechnology company based in Vancouver that helps power leading-edge life science research around the world. Scientists performing stem cell, immunology, cancer, regenerative medicine and cellular therapy research are among those who rely on our cell culture media, cell separation products, instruments, ancillary reagents and contract assay services. We create novel, useful, standardized products of unfailing quality and deliver them to more than 70 countries via our many regional offices plus distribution centres in Vancouver, Seattle, Grenoble and Singapore. Driven by our love of science and our passion for quality, we see ourselves simply as “Scientists Helping Scientists” – standing by our customers to provide outstanding products, technical support and training. We have over 1000 science-oriented employees globally, including 250 PhDs/MScs, with most others holding a BSc or engineering degree. STEMCELL is proud to be the largest Biotechnology employer in Canada.

This is an opportunity to work with highly motivated colleagues in a science-oriented, creative and dynamic environment. We offer a competitive salary, excellent benefits and significant career development opportunities.

Link to apply: <https://jobs.stemcell.com/job/burnaby/customer-service-associate/8172/14377601888>