



# GROW YOUR CAREER IN BIOTECH



## We're Hiring!

### Advance Your Career with the STEMCELL Technologies Team

STEMCELL Technologies is a company of Scientists Helping Scientists. Our employees come from many backgrounds but are united by a love for complex puzzles, intense challenges, and the pursuit of knowledge. This creates a culture of curiosity, collaboration, and innovation that pulses throughout the company. We share a passion for science and its ability to make a difference in the world, and we thrive in a community of like-minded, driven, interesting individuals, each of whom brings their unique expertise and experiences to the table.

## Customer Service Associate

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.

#### ROLES 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.

Submit Your Application

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