



Position Description

TITLE: Client Services Representative I
DEPARTMENT: Laboratory - 150

JOB CODE:
DATE: 3/11/2016
REPORTS TO: Client Services Manager
GRADE:
FLSA STATUS:

Under general supervision of the Client Services Manager, the Client Services Representative I provides client support through phone interaction and solving problems for clients. Projects a professional company image through phone interaction by providing associated services of CombiMatrix. The CSI position is expected to display innovation and invention and contributions of ideas in his/her area of expertise and to assist in the development, improvement, and implementation of new applications to CombiMatrix technology.

Essential Duties and Responsibilities:

- Works closely with Medical and Laboratory Teams to ensure Client Services operations are compliant with all State, CAP and CLIA regulations.
- Responsible for various incoming and outgoing calls with clients in accordance with established policies, procedures and quality standards.
- Responsible for working with the Client Services Team to accession incoming samples.
- Answers phone and responds to client requests, including providing clear and concise information to clients on products and services.
- Identifies, researches, and resolves customer issues utilizing appropriate staff and resources to ensure client satisfaction.
- Processes client requests for supplies and marketing materials.

Other Duties and Responsibilities:

- Performs other related duties as assigned or requested.

Qualifications/Requirements:

EDUCATION:

- Bachelor's or Associate of Arts degree preferred.



EXPERIENCE:

- Three (3) years of directly related Laboratory experience preferred.

FIELD-OF-EXPERTISE:

- Understanding of Accessioning protocols

SKILLS:

- Excellent verbal and written communication skills
- Strategic thinker, innovator, proactive in defining problems, identifying and implementing solutions.
- Ability to prioritize, work under pressure and handle multiple tasks
- Strong attention to detail and high level of accuracy is required

LICENSE(S)/CERTIFICATION(S):

- None

SUPERVISE (TOTAL):

- None

RESPONSIBILITY/SUPERVISORY ACTIONS:

- None

HARDWARE/SOFTWARE EXPERIENCE:

- Computer literate with ability to effectively utilize Microsoft Office products including: Word/Excel/PowerPoint/Outlook; Adobe Acrobat, and custom CombiMatrix software.

COMPLEXITY:

- The ability to perform highly detailed work with sustained attention and care while providing/obtaining information on numerous inquiries is paramount to success in this position.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Occasional stooping. Frequent standing. Constant walking, sitting, climbing, reaching high/low levels, finger movement, feeling, speaking clearly, hearing conversationally, and seeing far and near.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required to handle patient specimens while wearing a lab coat and gloves.

MENTAL DEMANDS:

- The mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Frequent variety of unrelated tasks. Constant calculating, interrupted work, a variety of interrelated tasks, and use of sustained concentration, reasoning, judgment, resourcefulness, analytical ability, and ingenuity.

SPECIAL REQUIREMENTS:

- Ability to work effectively with a diverse community.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Supervisor: _____

Date: _____

Employee Signature: _____

Date: _____

Employee Name: _____