



## Title: Customer Service Representative (CSR)

This is a customer/sales support service representative position responsible for professionally responding to telephone and E-mail inquiries from customers regarding our products and services. Our customers are defined as clinics, laboratories, doctors, dentists, research and academic institutions from across the United States and Canada. Access Genetics & OralDNA Labs Customer Service Representative (CSR) is responsible for solving problems and educating customers about our programs and procedures. CSR's are also responsible for documenting all customer interactions in the appropriate computer system. CSR's must have excellent verbal and written communication skills, organizational skills, and the ability to handle multiple tasks.

### Responsibilities:

- Promptly answers, screens, and processes telephone inquiries with strict adherence to laboratory policies and procedures and appropriate triaging of calls to team members.
- Provides concise information on Access Genetics and OralDNA Labs business mode and clinical testing portfolio.
- Collects and enters new account intake information into the appropriate lab service software system. Documentation is to be concise, thorough, and accurate.
- Works closely with laboratory personnel, clinical specialists, operations, accounting, informational technology and senior management to better serve our clinical partners.
- Attends and actively participates in internal meetings relevant to customer service.
- Responds to dissatisfied callers in a professional manner.
- Performs administrative duties pertinent to all company business.
- Other duties and special projects that are assigned by management.

### Service Delivery Expectations:

- Customer service oriented.
- Meets Access Genetics & OralDNA Labs Service standards in all categories on a monthly basis.
- Team player.
- Meets the expectations of our customers in providing excellent service.
- Demonstrates positive customer relationship skills with all telephone and E-mail encounters.
- Seeks and supports changes in call flow processes and communication services. Suggests improvements and participates in organized efforts to improve service levels.
- Willingly performs other duties or tasks as assigned and handles multiple tasks effectively and efficiently.
- Promotes sense of pride and positive interpersonal relations among all team members.
- Exhibits commitment to effective problem solving techniques when issues arise.
- Arrives at workstation on time and ready to work.

### Basic Minimum Qualifications:

- Candidate must live in the Minneapolis area and be able to work from Access Genetics & OralDNA Labs corporate office.
- Bachelors Degree required but will accept an Associates Degree if stellar candidate is presented.
- One (1) year experience in a laboratory or medical customer service environment.
- Basic computer skills that include a combination of experience in a Windows Operating System, E-mail, and data entry.
- At least six months' phone experience in a previous job or volunteer position.

### Benefits:

- Access Genetics & OralDNA Labs offers competitive wages and a full suite of benefits. Most importantly, we offer a productive, fun and engaging work environment.
- Equal Opportunity Employer