Client Outreach Technician

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Forbes Ranks U of G Among Canada's Top Employers [1]

Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Client Outreach Technician

Animal Health Laboratory, Laboratory Services Division
Temporary full-time from April 2016 to March 31, 2017
Hiring #: 2016-0148

Please read the Application Instructions [2] before applying

The Animal Health Laboratory (AHL) is seeking a qualified Client Outreach Technician to assist with the implementation of a pilot bovine milk bacteriology quality project and to improve in-clinic culturing for our clients in the field. Responsibilities include: providing technical support, training, and case follow-up to veterinarians and technicians; conducting clinic visits to administer the mastitis project; assisting with the submission process to the lab including designing online submission forms; trouble-shooting and case follow-up of milk bacteriology procedures; provide external auditing of in-clinic laboratory services; providing backup technician support for the specimen reception team.

Requirements of this position include: Two year community college in a related discipline, Animal Health Technician (AHT) preferred and a minimum 6-months related experience, or an equivalent combination of education and experience; understanding of veterinary medical terminology, excellent computer, data-entry and keyboarding skills; working experience in an organization with quality accreditation and a thorough understanding of quality protocols; working knowledge of LIMS; knowledge of biosafety and safe sample handling and distribution; experience with specimen accessioning with a diversity of samples; ability to work effectively with internal and external clients; demonstrated client outreach and education experience in a laboratory setting; ability to relay critical information to others; some experience with billing/invoicing and accepting payments from clients; proven ability to be an effective team player in a high-volume, time-sensitive setting; proven experience with telephone/frontline client relations; excellent organizational, communication, and interpersonal skills; understanding of WHMIS and Occupational Health & Safety in a laboratory environment.

Must be, or willing to be, rabies vaccinated. Valid Class G Ontario Driver’s license as travel to clinics throughout Ontario is required.

Hours of work: Monday to Friday, 35 hours per week with occasional overnight travel required.

Classification                USW, Local 4120 Salary Band 5*
Normal Hiring Range    $23.60 - $26.37 per hour

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*Tentative evaluation

Posting Date: 2016 04 08
Closing Date: 2016 04 15

Source URL (modified on 04/08/2016 - 16:42): https://www.uoguelph.ca/hr/careers-guelph-current-opportunities/client-outreach-technician

Links
[2] https://www.uoguelph.ca/hr/careers-guelph/how-apply