Client Services Representative

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 Services Representative

Animal Health Laboratory, Laboratory Services Division

Hiring #: 2016-0357

Please read the Application Instructions [2] before applying

The Animal Health Laboratory (AHL) is seeking a qualified Client Service Representative to provide front-line client service, specimen accessioning, and data-entry in the high volume Specimen Reception lab section. Duties include: receiving incoming specimen submissions; interpreting handwritten case submission forms and entering submission requests and case histories into the laboratory information management system (LIMS); accepting payment from external clients at time of specimen submission; preparing, packaging and shipping samples to external labs (national and/or international); answering telephone enquiry line for AHL clients; retrieving electronic mail and redirecting calls to appropriate areas; act as liaison between various University of Guelph departments (e.g., OVC Pathobiology); act as a contact to clients for the veterinary diagnostic laboratory; splitting specimens for dispatch to various labs; trimming tissues and making blood smears; preparing and filing pending and billed case information.

Requirements of this position include: One year community college in a Medical Lab Assistant (MLA) program and up to 12 months of 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 laboratory information management systems; 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 and to be able to relay critical information to others; some experience with billing/invoicing, accepting payments from clients and receiving/delivering supplies; 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 rabies vaccinated.

Hours of work: Monday to Friday or Tuesday to Saturday (rotational shifts), 35 hours per week with scheduled start times between 8:00 a.m. and 10:00 a.m.

Position Number         482-075
Classification               USW, Local 4120 Salary Band 4*
Salary Range              $22.12 Minimum (Level 1)
$24.72 Normal Hiring Limit (Level 3)
$29.92 Job Rate (Level 7)

*Tentative evaluation; subject to committee review

Posting Date: 2016 08 31
Closing Date: 2016 09 08

Powered by CCS

Source URL (modified on 08/31/2016 - 15:56): https://www.uoguelph.ca/hr/careers-guelph-current-opportunities/client-services-representative

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