Client Services Representative/Postmortem Laboratory Technician

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Position covered by the Collective Agreement with USW Local 4120

Animal Health Laboratory, Laboratory Services Division

Temporary full-time from September 14, 2020 to September 30, 2021

Hiring #: 2020-0275

Please read the Application Instructions [1] before applying

The Animal Health Laboratory (AHL) is seeking a qualified Client Service Representative (CSR)/Postmortem (PM) Laboratory Technician to provide front-line client service, specimen accessioning, and data-entry in the high volume Specimen Reception lab section. This position will contribute to the general operation and functionality of the postmortem suite. The CSR’s responsibilities 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; acting as a liaison between various University of Guelph departments (e.g., OVC Pathobiology); acting 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. The PM Laboratory Technician responsibilities include: taking postmortem submission histories; unloading large and small animal carcasses and assisting with live animals; assisting pathologists in performing gross postmortem examinations by preparing and processing carcasses and collecting laboratory samples; cleaning and disinfecting the postmortem room and equipment; properly disposing of carcasses and laboratory waste; operating and maintaining various types of postmortem equipment including saw, overhead hoists, hydraulic tables, thermal tissue digester; helping to ensure health and safety regulations are followed; ordering/shipping/receiving specimens and supplies; assisting with equipment cleaning and maintenance.

Requirements of this position include: 2 year Community College program (veterinary technician preferred), combined with some related experience, or an equivalent combination of education and experience. Understanding of veterinary medical terminology; working knowledge of farm animal husbandry; able to work safely with live farm animals and take accurate case histories; ability to assist with euthanasia of animals; good manual dexterity and knowledge of basic anatomy to assist with postmortem examination; 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 physically capable of lifting/moving 40-60 pounds on a regular basis. Must be rabies vaccinated.

Hours of work: Wednesday to Sunday, 35 hours per week, with scheduled start times between 8:00 a.m. and 10:00 a.m.
Classification USW, Local 4120 Salary Band 4
Normal Hiring Range $23.13 - $25.85 per hour

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At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2020 09 02
Closing Date: 2020 09 10

Keywords: current.opportunity [3]

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/client-services-representative/postmortem-laboratory-technician

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
[3] https://www.uoguelph.ca/hr/tags/currentopportunity