Client Services Representative

Forbes includes U of G Among Canada’s Best Employers

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

Client Services Representative

Animal Health Laboratory, Laboratory Services Division

Temporary full-time from September 2020 to May 31, 2021
Temporary absence of the regular incumbent

Hiring #2020-0276

Please read the Application Instructions [1] 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: Two year community college Medical Lab Assistant (MLA) program and some 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.

Covering Position Number 482-023
Classification USW, Local 4120 Salary Band 4
Normal Hiring Range $23.13 - $25.85 per hour

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.