Client Services Representative

REPOST

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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 November 2021 to April 27, 2022
Temporary absence of the regular incumbent

Hiring #2021-0418

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 10:00 a.m. to 6:00 p.m. with a rotational Saturday 9:00 a.m. to 5:00 p.m. shift (35 hours per week).

Covering Position Number 482-023
Classification USW, Local 4120 Salary Band 4
Normal Hiring Range $23.83 - $26.63 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.
Posting Date: 2021 10 27
Closing Date: 2021 11 10 (extended)

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