Client Services Representative

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Client Services Representative

Animal Health Laboratory, Laboratory Services Division

Temporary full-time from August 2023 to October 31, 2023
In the temporary absence of the regular incumbent
Hiring #: 2023-0431

Please read the Application Instructions [1] before applying

With the mission of working together toward a healthier future, the Animal Health Laboratory (AHL) provides high-value, analytic and diagnostic services for the agricultural, food and veterinary sectors. 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 the 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 the various labs; trimming tissues and making blood smears; preparing and filing pending and billed case information.

The Specimen Reception lab environment is fast-paced and highly collaborative. Candidates who bring a positive and service-focused attitude, who thrive managing multiple tasks, are highly adaptive and flexible, and enjoy working within a team environment, will be most successful in this role.

Minimum requirements of this position also 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;
- Experience working 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;
- Proven 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;
- Demonstrated experience with telephone and 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.
Client Services Representative
Published on Human Resources (https://www.uoguelph.ca/hr)

Hours of work: 35 hours per week Monday to Friday 10:00 a.m. to 6:00 p.m. with a rotational Saturday 9:00 a.m. to 5 p.m. shift.

Covering Position Number  482-075
Classification        USW, Local 4120 Salary Band 5
Normal Hiring Range   $27.43 – $30.65 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: 2023 07 24
Closing Date: 2023 08 07 (extended)

Page category: Current Opportunity [3]

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