

LABORATORY RECEPTIONIST AND CUSTOMER SERVICE REPRESENTATIVE

JOB DESCRIPTION:

LEX Scientific is seeking an individual with excellent communication skills and strong multi-tasking abilities to join our multi-disciplinary team. Candidates should be able to assist management and all company clients by handling office tasks, providing polite and professional assistance via phone and email, and inputting data for laboratory samples and generating reports.

To be successful in this position, candidates should be professional, polite, and attentive while also being accurate. They should always be prepared and responsive to challenges and be able to learn new tasks quickly and effectively. Candidates must be comfortable with computers, general office tasks, and excel at both verbal and written communication.

ABOUT LEX SCIENTIFIC:

LEX Scientific is an environmental and industrial consulting firm and laboratory located in Guelph, Ontario. As an integrated consulting and analytical company, our diverse team of environmental and analytical professionals have been providing comprehensive environmental and occupational health and safety solutions to a wide range of industrial, institutional, and governmental clients for over 35 years. LEX annually analyzes tens of thousands of bulk samples for asbestos, mould and radon from clients across the country. Our reputation and superior service make our laboratory one of the most preferred analytical laboratories in Canada.

RESPONSIBILITIES AND DUTIES:

- Co-ordinating general office tasks, such as filing, reordering supplies, shipping and receiving, and screening and routing calls.
- Accountable for transcribing data accurately in a Microsoft Access database to log-in samples, generate accurate reports, and maintain client records.
- Tracking the status of laboratory projects and ensuring reports are delivered to clients within the appropriate timeframe.
- Handle product sales via phone, email and in person, including processing payment, recording unique product codes and preparing shipments.
- Greet and assist visitors.
- Maintain polite and professional communication via phone, email and in person.
- Respond to customer service inquiries via phone and email accurately and in a timely manner. Work closely with laboratory team members to provide clients with appropriate solutions and information to resolve complaints.
- Anticipate the needs of clients in order to ensure a seamless and positive experience with the company.
- Follow established standard operating procedures and QA/QC protocols for communication, data entry, and general office tasks.

QUALIFICATIONS AND SKILLS:

- Minimum of a College Diploma/Certificate in a field related to this position.
- University Degree is considered an asset.
- Proficient in MS Office with expertise in Microsoft Word, Excel and Microsoft Access.
- Experience with Office 365 applications and online database applications is considered an asset.
- Excellent oral and written communication skills.
- Strong organization and time management skills.
- Ability to collaborate and work effectively in a team environment.

WHY SHOULD YOU APPLY?

- Dynamic work environment
- Opportunities for professional growth
- Competitive wages – LEX is currently in the process of becoming a recognized Living Wage Employer with the Ontario Living Wage Network in the Guelph & Wellington Region.

APPLICATION DEADLINE: Until position is filled.

APPLICATION PROCESS

If you think you are the right fit for this position, we would love to hear from you. Please submit your resume and cover letter as one pdf document to admin@lexscientific.com or through our [Career portal: https://lexscientific.com/Careers.htm](https://lexscientific.com/Careers.htm) with reference to the job title in the subject.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.