



BioScreen® Testing Services, Inc.

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Customer Service

BioScreen Testing Services, Inc a well-established consumer product-testing laboratory, providing services to the Pharmaceutical/ Biotech, Medical Device and OTC/Personal Care industry is currently seeking a Customer Service Representative in the Microbiology department.

Job Summary:

The customer service representative will assist with microbiology client's needs such as answering client calls for microbiology department, generating reports, and sending them to clients when approved. He/She will also be responsible for keeping up with microbiology lab supplies.

Duties:

1. Order media and supply.
2. Order and handle reagents and media.
3. Log supplies into the department.
4. Generating microbiological reports using Microsoft Word and Crystal Reports.
5. Addressing client's questions through emails and phone calls.
6. Liaison between the client and laboratory staff so test status are promptly provided.
7. Assist management to ensure test due dates are met.
8. Data entry into LIMS system.
9. Photocopying and/or scanning laboratory notebooks.
10. Take Microbiology client calls and assist with client needs.
11. Generate data in Microsoft Excel Spreadsheets
12. Answering telephone as needed by Receptionist.

Qualifications:

1. Minimum High School Diploma.
2. Good typing and computer skills with knowledge of Microsoft Excel and Word.
3. Good communication and organizational skills.
4. Conscientious and responsible.
5. Independent and self-motivated.
6. Detail oriented, flexible and multitask oriented.
7. Customer service oriented.

Company requires a background check and a drug screen prior to employment.

Please email resumes to jobs@bioscreen.com

No phone calls.

BioScreen is an equal opportunity employer.