

## Senior Client Services Representative

### Overview

At IDbyDNA, we have developed transformative technology to simultaneously identify and profile tens of thousands of microorganisms within any sample using cutting edge next generation sequencing (NGS) methods. We use this technology to offer precision medicine solutions by identifying microorganisms that have previously been missed and inform optimal treatment of patients with infectious diseases. Working with our global partners, we are setting the standard for the identification of microorganisms and understanding their role in human health.

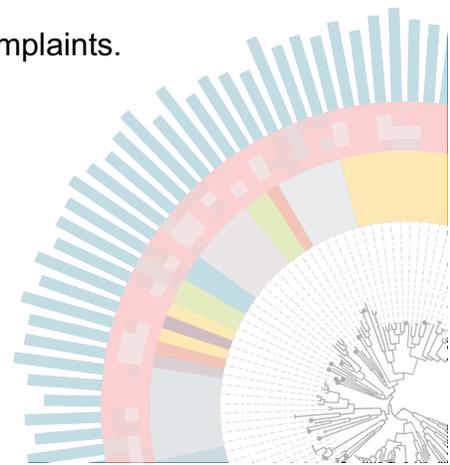
To grow out team of dedicated, passionate, and experienced professionals, we are looking to immediately hire a Senior Client Services Representative. The Senior Client Services Representative is responsible for support functions within the Client Services Department and, will respond to and resolve, a wide variety of client inquiries and requests. The incumbent will act as a liaison between various departments within the organization and the client, while ensuring excellent service standards and maintaining high client satisfaction.

### Responsibilities

- Follow communication procedures, guidelines and policies.
- Provide education, guidance, and support to customers and patients about IDbyDNA's products and services.
- Provide a supportive link between external customers and internal operations, while demonstrating a positive and professional image through communication via phone and e-mail.
- Successfully manage high volumes of client-facing interactions and establish strong rapport with clients via phone and e-mail communication.
- Use problem solving skills to create and offer solutions to customer issues of varied complexity.
- Ensure the successful transmission of IDbyDNA's reports and other testing status updates via fax and secure e-mail.
- Document all communication and maintain appropriate records.
- Assist in sample accessioning.
- Assist in entering new accounts, contacts and orders into IDbyDNA's CRM system.
- Maintain and update client information in IDbyDNA's CRM system.
- Review and update orders with ambiguous information.
- Notify appropriate internal management of client issues and complaints.

### Qualifications

- 2-3 years of experience in a Client Services Center.
- Bachelor's degree.





- Ability to communicate effectively and follow written and verbal instructions.
- Ability to understand and communicate scientific or technical information.
- Expert at handling multiple tasks and work in a fast-paced environment.
- Excellent phone skills or call center experience.
- Experience working in a laboratory setting (preferred).
- Ability to work well under pressure while maintaining a professional demeanor.
- Ability to prioritize and thoroughly follow up on assigned tasks.
- Excellent typing and data entry skills.
- Excellent organizational skills.
- High level of accuracy and attention to detail.
- General knowledge of Microsoft Office and ability to learn and use laboratory management systems.
- Must be able to demonstrate commitment to company values.
- Works well under minimal supervision.

To apply, please submit your resume to [careers@idbydna.com](mailto:careers@idbydna.com)

