

## **Customer Service Technical Support: Molecular Diagnostic Products**

EMPLOYER: Maine Molecular Quality Controls, Inc. (MMQCI), located in Saco, Maine, designs, develops, manufactures, and sells unique quality control products used by hospital laboratories and manufacturers to monitor the accuracy of tests for genetic, oncologic, and infectious diseases. MMQCI has patented technologies to stabilize DNA and RNA for use as quality controls and continues to pursue the discovery of novel techniques useful for the development of new quality control products. We are a small, growing company and offer a relaxed but challenging work environment with opportunity to perform a wide variety of tasks in support of our customers.

### **GENERAL SUMMARY:**

The successful candidate will be an energetic professional who enjoys performing a wide variety of tasks at a fast pace. Customer Service Technical Support helps MMQCI customers in numerous ways including technical assistance, order taking, marketing, and Quality Systems maintenance and improvement. The successful candidate has sufficient clinical laboratory and customer service experience to communicate effectively and cheerfully with customers to resolve their technical questions and issues. It is expected that the Customer Service Technical Support person will rapidly develop sufficient expertise to function under limited supervision. This position reports directly to the Customer Service Manager.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Serves as a product expert who efficiently answers customers' technical questions regarding MMQCI's products by phone and/or clear, concise emails.
- Trains colleagues on the Customer Service team on all MMQCI products so that they are able to answer initial customer product questions.
- Assists customers who are experiencing technical problems by quickly resolving issues by phone and/or email, or by forwarding more complex issues to the appropriate technical resource within MMQCI, while exhibiting cheerful and sincere empathy at all times.
- Maintains and manages physical and electronic customer history files and assists QA with maintenance of Quality System Customer Complaint records.
- Creates and maintains a technical information/ troubleshooting guide for MMQCI's Customer Service team.
- Processes customer orders by phone or fax efficiently with 100% accuracy, using MMQCI's office and shipping software.
- Attends Trade Shows as needed to meet and greet conference attendees, answer questions regarding MMQCI products and enthusiastically promote MMQCI.
- May assist in the development of marketing materials for Trade Shows, MMQCI's website and electronic mailings.
- Assists in the retention and acquisition of new customers through thoughtful and meaningful interactions at in person Trade shows, by phone and by email.
- Assists with maintenance of the Quality System, including initiating improvements through Change Orders and CAPAs.

### **MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- B.A. or B.S. in Life Sciences, and a minimum of 4 years of experience in a clinical laboratory or a related industry setting.
- Medical Laboratory Science or Clinical Laboratory Science degree is preferred.

- Must be thoroughly familiar with current molecular clinical lab assays used for patient care.
- Familiarity with molecular biology techniques including DNA extraction, amplification by PCR, and gel electrophoresis is required.
- Must be consistently cheerful and enthusiastic, patient and empathetic in all interactions with MMQCI customers, in person, by phone and by email.
- Well organized and enjoys precise, detailed work.
- Excellent oral and written communication skills.
- Strong computer skills, including Excel.
- Experience in a GMP or ISO quality system industrial environment is preferred.
- Works well independently and as part of a team.
- Must be a nonsmoker due to product contamination prevention requirements.
- Moderate lifting, walking, standing, sitting, bending, reaching and twisting required.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills of personnel so classified.*

**LOCATION:** MMQCI is conveniently located in beautiful southern coastal Maine, minutes from the Maine Turnpike, Portland International Jetport, and less than 2 hours from Boston. Close by are fabulous Portland restaurants, sandy beaches, and a plentiful supply of Maine lobsters! Many terrific outdoor activities are easily accessible including hiking, biking, kayaking, fishing, skiing and snowshoeing. We are in a brand new, state-of-the-art facility located in Saco right next to the Eastern Trail. Come join us!

**BENEFITS:**

- Medical insurance
- Dental insurance
- 401(k)
- Profit sharing plan
- Vacation
- Holidays
- Sick leave

**How to apply:** by Email/ No Phone inquiries accepted; Please Email resume and cover letter to [HR@mmqci.com](mailto:HR@mmqci.com)

***A cover letter is required.***

**Contact Information:**

Human Resources

Maine Molecular Quality Controls, Inc.

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Saco, Maine 04072