

Customer Service: 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.

GENERAL SUMMARY

The successful candidate will be a cheerful and energetic professional who enjoys performing a variety of tasks at a fast pace. Our Customer Service staff are the 'face' of MMQCI. They must be service and detail-oriented individuals. This position is absolutely key in moving our company forward as we strive to grow and serve our customers' quality control needs for their medical laboratory testing.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Answers and anticipates customer questions with friendly and sincere empathy
- Efficiently handles incoming calls, emails and faxes
- Uses multiple platforms of accounting and customer management programs while entering orders
- Records detailed orders with 100% accuracy
- Completes and confirms customer orders with general office and shipping software
- Maintains and manages physical and electronic customer history files
- Assists with product inventory tracking
- Assists the business office with tasks such as matching supply invoices to bills, filing and other clerical duties

MINIMAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Education Requirements: Associate's or Bachelor's degree is required
2. At least 2 years of employment involving related tasks as described above is required
3. Previous phone related work or customer interaction is required
4. Experience with customer database maintenance/ data entry
5. Well organized and enjoys precise, detailed work
6. Cheerful attitude and strong work ethic
7. Experience in laboratory medicine or science background is highly preferred
8. Good oral and written communication skills
9. Excellent computer skills including office software

10. Willingness to learn and pitch in as part of team
 11. Must be a nonsmoker due to product contamination prevention requirements
 12. Moderate lifting, walking, standing, sitting, bending, reaching and twisting required
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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.

BENEFITS:

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

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!

How to apply: by Email/ No Phone inquiries accepted; Please Email resume and cover letter to HR@mmqci.com

A cover letter is required.

Contact Information:

Human Resources

Maine Molecular Quality Controls, Inc.

23 Mill Brook Road

Saco, Maine 04072