



## **Customer Service Representative: 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:**

- Promptly and professionally responds to local and global customer inquiries of MMQCI's products, components, and pricing to achieve satisfaction
- Assists in the retention and acquisition of new customers through thoughtful and meaningful interactions via phone and email
- Assists customers who are experiencing technical problems by quickly resolving issues or forwarding more complex issues to the appropriate technical resource within MMQCI
- Processes customer orders efficiently with 100% accuracy and reviews for completeness according to procedures
- Maintains and manages records of customer interactions and files documents
- Assists with packaging, shipping, tracking, and inventory
- Collaborates with other teams including Quality Assurance, Production, Manufacturing, and Research and Development

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

1. Associate's degree required; Bachelor's degree preferred
2. Familiarity of medical or clinical laboratory science desired
3. Two years customer support experience required
4. Cheerful attitude and strong work ethic
5. Effective interpersonal skills to build relationships with internal and external customers
6. Strong phone handling experience and active listening skills
7. Ability to multi-task, prioritize, and manage time effectively
8. Strong computer skills and application experience such as accounting software, Office products, and shipping websites
9. Well organized and enjoys precise, detailed work
10. Excellent oral and written communication skills

11. Willingness to learn and pitch in as part of team
12. Must be a nonsmoker due to product contamination prevention requirements
13. 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.*

---

**BENEFITS:**

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

Email: [HR@mmqci.com](mailto:HR@mmqci.com)

*A cover letter is required.*

Contact Information:

Human Resources

Maine Molecular Quality Controls, Inc.

23 Mill Brook Road

Saco, Maine 04072

Email: [HR@mmqci.com](mailto:HR@mmqci.com)