



## **Customer Service Assistant**

### **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. They enjoy being well-organized and accurate, performing detailed tasks according to established MMQCI procedures while exhibiting a positive can-do attitude. The preferred candidate will have experience entering data into a variety of computer systems as well as performing clerical tasks as needed. The company is looking for a candidate to support our day-to-day transactions, including printing orders, order processing, kit lot log transcription, and filing. It is expected that the Customer Service Assistant will rapidly develop sufficient expertise to function independently with minimal supervision. This position also offers the possibility to grow into other roles in CS, and potentially in other areas of the company.

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

- Print, process, confirm, and review customer orders for accuracy according to procedures.
- Assist Customer Service and Finance with the maintenance and filing of customer records.
- Assist with packaging, shipping, and tracking.
- Support Customer Service clerical duties as needed.

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

- High School diploma is required. Associate Degree preferred.
- At least 1 year working in an office setting is required.
- Proficiency with Microsoft Office software (Excel, Word, Outlook) is required.
- Experience with shipping websites such as FedEx and UPS are a plus.
- Ability to manage multiple priorities with little supervision.
- Flexible; accustomed to fast-changing priorities of a small company.
- Works efficiently and quickly but with great attention to detail.

- Strong work ethic; willingness to help the MMQCI team whenever and wherever needed, ability to multitask.
- Interested in MMQCI's mission to contribute to the highest standard of patient care.
- 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.*

---

**BENEFITS:**

- Medical insurance
- Dental insurance
- 401(k)
- Profit sharing plan
- Vacation
- Holidays
- Sick leave
- Paid Parental leave
- Disability and Life Insurance

**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)