Customer Service Manager: Molecular Diagnostic Products

Employer: Maine Molecular Quality Controls, Inc. (MMQCI) designs, develops, manufactures, and markets unique quality control products used by hospital laboratories to monitor the accuracy of tests for inherited disease, pharmacogenetics, oncology, and infectious diseases. MMQCI has developed 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 that offers a relaxed but challenging work environment.

POSITION TITLE: Customer Service Manager

GENERAL SUMMARY:
The Customer Service Manager is responsible for the oversight of all activities performed by MMQCI’s excellent Customer Service team. Those activities include order processing, general customer assistance, technical support, and shipping worldwide, all of which must comply with MMQCI’s Quality System, based on federal Quality System Regulation 21CFR820. The successful candidate is highly organized with a strong clinical laboratory or IVD diagnostic industry background and experience managing a team. It is expected that the Customer Service Manager will rapidly develop sufficient expertise to function independently. Maine Molecular is looking for a person with the energy, enthusiasm and experience to step into this vital position in our growing company.

PRINCIPAL DUTIES AND RESPONSIBILITIES:
1. Oversees all Customer Service activities: order processing, general customer assistance, technical support, and global shipping.
2. Learns and retains competency in all Customer Service tasks in order to serve as a resource to employees and to be able to assist them whenever needed and to train new staff as we grow.
3. Responsible for ensuring that scheduling of Customer Service tasks and personnel is appropriate to consistently meet customer deadlines and requirements.
4. Works closely with customers, QA and all MMQCI departments to resolve Customer Complaints.
5. Proactively looks for continuous improvement opportunities to increase accuracy and efficiency of processes with compliance to MMQCI’s Quality System
6. Responsible for the training and growth of Customer Service employees.
7. Leads and mentors by example to foster the hands-on, everyone-pitch-in culture of teamwork that is important to MMQCI.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:
1. Bachelor of Science degree in Life Sciences and at least 5 years of work experience in a CLIA certified clinical laboratory, and/or lab medicine-related industry in a cGMP regulated facility.
2. A minimum of 2 years of management experience is required.
3. Knowledge of molecular biology laboratory techniques is preferred.
4. Detail oriented.
5. Ability to multi-task in a dynamic environment with changing priorities to meet deadlines.
6. Good communication skills, written and oral, with excellent computer skills including Excel.
7. Willingness to pitch in to help the MMQCI team wherever and whenever needed.
8. Strong work ethic.
10. Must be a nonsmoker due to product contamination prevention requirements.

BENEFITS:
• Medical insurance
• Dental insurance
• 401(k)
• Profit sharing plan
• Vacation
• Holidays
• Sick leave

How to apply: by Email/ No Phone inquiries accepted
Email: 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

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’re in a beautiful, state-of-the-art facility located in Saco, right next to the Eastern Trail. Come join us!