

Customer Service

Our company is the world leader in Protein Expression and Ubiquitin Pathway Technologies. Company markets life science reagents and consumable research tools to academic, government and pharma and biotech industry worldwide. We have an experienced group of international distributors worldwide. Our products are used by biochemistry, cell biology, immunology, neurobiology, molecular biology, microbiology/virology, and related life science disciplines.

Job Description:

- Provide an exceptional experience for our customers.
- Provide detailed scientific information to customers about our products
- The person works closely with R and D and Marketing to ultimately have an impact meeting the target revenue of the company.

Essential functions include:

- Responds to all calls and inquiries, and troubleshoots customer issues in a timely, professional and engaging manner.
- Assists customers with pricing and product inquiries received by phone, email or fax.
- Inputs, and assists customers with, orders received by phone, fax, email or direct order in the company e-commerce administrative website.
- Maintains and grow customer list and update Customer Relation Management (CRM) data base.
- Actively manages customer, lead, and sales opportunities, as well as other intelligence data using company CRM software.
- Provides reports and analyses on customer and market trends to the management.
- Collaborate with coworkers to update product brochures and manual on the website.
- Contributes as team player with exceptional interpersonal and solution-oriented attitude.
- Update good business strategies in the form of SOPs

Experience:

- Demonstrated effectiveness in communications and presenting scientific information.
- Prior experience in education, training, marketing, product management, sales or customer service role preferred.
- Hands-on experience in Mol Biol, Cell Biology, Drug Discovery, cell culture, immunoassay, ubiquitin pathway research and laboratory research experience is required.

Skills / Knowledge Requirements:

- Bachelor's degree (BA/BS) or higher in life sciences (including experience with life science research tools at the lab bench). Ph.D. is preferred.
- Understanding of biology of SUMO and Ubiquitin Pathway is essential. Knowledge of biochemistry, cell biology, immunology, neurobiology, genomics, molecular biology, microbiology/virology, and related life sciences.
- Experience with customer service, technical support and life science or related sales experience is strongly desired.
- Experience educating customers by developing seminars and webinars.
- Excellent verbal and written communication skills required.
- Experience with CRM is highly desirable, but not required.

Other

As a member of the LifeSensors team, you will find an environment that celebrates diversity and encourages the open exchange of ideas. We are proud to offer an attractive salary along with a generous benefits package designed to support the needs of you and your family while addressing work/life issues including:

- Medical
- Vision
- Dental
- Short and Long-Term Disability
- Life Insurance
- Flexible Spending
- Simple IRA Plan
- Generous Paid Days Off Policy