

Job Title: Customer Support Specialist (CSS), Customer Service Department

Job Description: The Customer Support Specialist will handle customer calls, emails, and online chats that require non-technical assistance in an office setting. Customer inquiries will include pre-sale education and post-sale follow-up support. Daily feedback to sales and marketing through a CRM is critical. Additionally, the Customer Support Specialist will assist with requests related to order status, order changes, and product returns for individual customers and international distributors.

Utilizing OriGene's many excellent support policies, the successful agent will employ good judgment in delivering high customer satisfaction measured by surveys and NPS-like calculations. An ability to be helpful within a team is of utmost importance.

Exempt status, competitive salary, 401k match, health benefits, life insurance, and holiday pay is offered. Please submit a CV and cover letter to jobs@origene.com using CSS in the subject line.

Job Responsibilities:

- Provide support in response to incoming calls, emails, and chats from customers
- Resolve customer questions related to order status, order changes, shipping, and billing issues
- Manage and document customer support actions in the CRM system
- Provide support, and status reports, to international distributors with order fulfillment questions
- Provide quotes to customers for standard catalog SKUs
- May assist with order entry on an as needed basis

Job Requirements:

- 5+ years of experience in a sales or customer service role (required)
- Experience in a life science or biotech company (preferred)
- Proficiency in Microsoft Office with competency in Excel formulas (required)
- Proficiency with CRM and ERP systems, such as NetSuite (preferred)
- Excellent listening skills, and strong attention to detail (required)
- Clear and professional communications skills with customers and team members (required)
- Ability to handle multiple ongoing projects (required)
- Exceptional organization skills, with the ability to follow-up quickly and regularly (required)
- A demonstrated enthusiasm for customer service (required)

Company Information: OriGene Technologies (Rockville, MD)

OriGene is a Maryland-based biotech company and a leading provider of gene-related reagent tools for biomedical research. OriGene has commercialized an extensive bank of cDNA clones, recombinant proteins, antibodies and assays and its products has been cited in thousands of publications worldwide.

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