



Job Title: Customer Support Specialist

Company Information: OriGene Technologies (Rockville, MD) is a biotech company commercializing millions of gene-related reagent tools for life science research. Recognized globally as one of the world's largest sources for cDNA clones, recombinant proteins and antibodies, OriGene continues to drive innovation in CRISPR, assay development and in vitro diagnostic field. For more information, please visit our website: www.origene.com

Summary of Position:

The Customer Support Specialist will handle customer calls, emails, and online chats that require non-technical assistance in an office or home setting. Customer inquiries will include pre-sale education and post-sale follow-up support. Daily feedback to sales, technical support and marketing about customer suggestions and inquiries when appropriate is vital. Additionally, the Customer Support Specialist will assist with requests related to order status, order changes, and product returns for individual customers and international distributors.

Responsibilities and Job Duties:

- Provide support to customers in response to incoming calls, emails, and chats.
- Resolve customer questions related to order status, order changes, shipping, and billing issues.
- Manage and document customer support actions in the CRM system.
- Provide quotes to customers for standard catalog SKUs.
- May assist with order entry on an as needed basis.
- Set up new customer accounts when needed.
- Assist the technical support scientists with basic product inquiries.

Minimum Qualifications:

Education & Experience

- High school diploma.
- At least 2+ years' experience in customer service role that involves, phone, email and chat simultaneously.
- Experience in biotech customer service or knowledge of basic molecular biology.
- Experience with a CRM such as NetSuite or Salesforce.

Knowledge, Skills and Abilities

- Ability to learn and adapt to new changes and processes quickly.
- Ability to access when an inquiry or concern needs to be escalated.
- Effective time management skill.
- Ability to develop a strong knowledge of OriGene product offerings.
- Ability to work independently and complete tasks in a timely manner.
- Ability to learn and expand on molecular biology knowledge as related to our product offerings.

Supervisory Responsibilities

None

Preferred Qualifications

- Associates or Bachelor's degree in a science field

What we offer

At OriGene, we not only offer you can a great job, and an opportunity to build a career

- Training and career development
- Financial security through competitive compensation & performance bonus
- Health care and well-being programs including medical, dental, and vision.
- Paid time off
- 401(k) retirement saving with a 6% company match.

To apply for this role, please send your CV/Resume along with a cover letter to jobs@origene.com. Please Reference "Customer Support Specialist" in the Subject Line.