

Blacksburg Location  
2001 Kraft Drive  
Blacksburg, VA 24060



Radford Location  
20 Corporate Drive  
Radford, VA 24141

### **Customer Service/Inside Sales Representative**

TechLab, Inc. develops, manufactures, and distributes medical diagnostic tests. This company places emphasis on science and collaboration with Universities.

We are looking to add a **Customer Service – Inside Sales Representative** to our team.

#### ***An employee in this position can expect to perform the following duties:***

- Professionally handle customer inquiries by phone and email, identifying and escalating priority issues to management
  - Ensure that all orders are processed daily and appropriate follow-up information (i.e. shipping confirmation) is provided in a timely manner
  - Follow all documented processes and workflows to enhance the customer experience and build sustainable relationships
  - Identify customer needs/questions, clarify information, and provide solutions and/or alternatives, engaging with other teams as necessary
  - Resolve account collection issues, escalating to management and/or finance as necessary
  - Provide quotes to customers based on standard pricing tiers
  - Keep customer accounts current by updating databases during and after calls or emails
- Process orders and manage requests by distribution partners
- Uncover business opportunities at current and prospective accounts through internet searches and by making phone calls
- Identify cross-selling opportunities at current accounts and work with management and/or the sales team to close new business
- Act as a customer advocate throughout the organization in communication with other teams
- Onsite position in Blacksburg, Virginia

#### **Tools and Equipment Used**

- Microsoft Office Suite
- Experience with Salesforce.com and/or Sage X3 is preferred

TechLab offers a competitive salary with excellent benefits. This position requires candidates to possess an Associate's Degree + 1 year of customer service experience or High School Diploma or Equivalent + 3 years of customer service experience. In addition, Techlab is looking for someone with excellent communication skills and competency in a foreign language is desirable. The ideal candidate will also be detailed oriented with the ability to maintain a high degree of confidentiality. Inside sales experience and schedule flexibility is preferred.

Interested candidates should send a resume to [careers@techlab.com](mailto:careers@techlab.com)

Blacksburg, Virginia & Radford, Virginia EOE