



Job Title: Customer Service/Inside Sales Supervisor

Company Overview

TECHLAB®, Inc. was founded in 1989 by scientists from the Virginia Tech Anaerobe Lab, one of the only three institutions in the world dedicated to the study of anaerobic organisms. In the late 1970's and early 1980's, research headed by Dr. Tracy Wilkins began on *Clostridium difficile* and its toxins.

Today the company is poised for high growth through private equity funding and develops, manufactures and distributes intestinal diagnostics worldwide retaining an emphasis on science and collaborations with universities. Products are focused in the areas of intestinal inflammation, antibiotic associated diarrhea and parasitology. Research continues on markers of intestinal inflammation, the toxins of *Clostridium difficile*, amebiasis and vaccine development. TECHLAB®, Inc. has ISO 13485 certification, and FDA registration. For more information, visit www.techlab.com.

Job Summary

The Customer Service/Inside Sales Supervisor will oversee the Customer Service/Inside Sales team, which is the primary customer-facing entity at TECHLAB. Through professional and clear communication, the Customer Service/Inside Sales Supervisor will oversee the daily operations of the department, ensuring all interactions with the customer lead to an expedient, quality, and enjoyable customer experience. The Customer Service/Inside Sales Supervisor will also oversee all outbound sales efforts, providing training and support to the rest of the team. This position is a working supervisor, meaning that in addition to supervisory responsibilities, the Customer Service/Inside Sales Supervisor will assume the daily duties of the rest of the Customer Service/Inside Sales Representatives. Customer Service/Inside Sales Supervisor will report to the Customer Service and Marketing Communications Manager.

Work Activities

- Supervise daily schedules of the Customer Service/Inside Sales Representatives
- Ensure all department responsibilities are covered daily by managing rotating schedule and making adjustments when necessary
- Monitor weekly shipments and provide regular updates to management
- Lead daily team calls with the operations and shipping departments
- Handle escalated questions/issues professionally and timely, notifying management when appropriate
- Lead outbound sales efforts by monitoring outbound phone call volume, creating scripts, and providing training/feedback
- Assume daily operations of the Customer Service/Inside Sales Representative:
 - 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

Job Context

When on site, TECHLAB maintains a climate-controlled environment for the job of Customer Service and Inside Sales Representative. A typical workweek is Monday through Friday, however, the workweek may fluctuate based on the needs of the clients, partners, and tasks. Overtime is occasionally necessary with or without advance notice. The Customer Service and Inside Sales Supervisor may be required to travel between TECHLAB offices or to external suppliers and vendors as needed.

Minimum Qualifications

- Associate degree or equivalent + 3 years of customer service experience
- 1 year of successful inside sales experience
- 1 year of management experience

Preferred Qualifications

- Experience with Salesforce.com and/or Sage X3
- Excellent communication skills, competency in a foreign language is desirable
- Detail oriented with the ability to maintain a high degree of confidentiality
- Inside sales experience
- Schedule flexibility