

JOIN US!

WE THINK YOU'RE AWESOME

CELLTREAT Scientific Products is a supplier of laboratory products for the Life Science industry. Our strong focus on our customers, team, and values creates a fun and rewarding work-hard/play-hard environment. See what the Green Team has to offer; **you'll love working here!**

What you can expect:

- Team members who “get it done” are appreciated, recognized, and rewarded
- Learn new skills, build your experience and grow with the company
- Share the prize – employee lunches, activities, recognition program, and more!
- Dog-friendly environment



Job Title **Customer Service/Order Processing Associate**

The **Customer Service/Order Processing Associate** is accountable for managing and exercising discretion and independent judgment on significant matters for assigned accounts. This includes total oversight of orders in assigned territories, managing customer inquiries, and processing orders and returns to deliver world-class customer service.

Essential Responsibilities

- Respond to customer inquiries via phone or email providing accurate and timely information.
- Accurately enter customer orders into the system, ensuring all information is correct (including billing, shipping, and product details).
- Process orders in a timely manner verifying product availability and offering alternatives.
- Address any discrepancies, returns, or exchanges in accordance with Company policies.
- Work closely with the sales, shipping, and inventory teams to ensure a smooth order process.
- Provide feedback to management regarding customer trends, common issues, or process improvements.
- Additional responsibilities as assigned.

Education and Experience

- Bachelor's degree preferred or equivalent experience.
- 2+ years prior Customer Service and Order Management experience.
- Proficient in Microsoft Office Suite.

Required Skills

- Strong interpersonal and communication skills.
- Organizational skills with strong attention to detail.
- Ability to multitask and work efficiently in a fast-paced environment.
- Effective order management aptitude and problem-solving skills.

Compensation

- \$22-\$25/hour base salary with overtime potential plus a discretionary quarterly bonus based on Company performance.
- Onboarding bonus upon completion of the New Hire Onboarding Program.
- Comprehensive benefits program, including medical, dental, Company-provided life and disability plans, matching 401(k) plan, and PTO and paid holidays.

Work Schedule

- Full-time, in office Monday through Friday, 1st shift

To Apply: Submit resume and letter of interest to Dixie Lockwood (dixiel@celltreat.com)