

Senior Order Processing Representative

Location: Northwood, Ohio

Requisition Number: 2100

of openings: 1

Description

NAMSA is a global medical device research organization providing a comprehensive range of services to prove efficacy, non-clinical and clinical safety of medical devices, IVDs, HCT/P and combination products. NAMSA has breadth and depth in consulting, non-clinical and clinical services with expertise in cardiovascular, orthopedic, ocular, neurologic, gastroenterologic, urologic, combination product and related medical devices. For more than 50 years, NAMSA clients utilize its testing and consulting services to bring safe and effective products to market.

Principal Duties and Responsibilities

- Receives and processes incoming test samples using the LIMS software; responsible for maintaining an efficient workflow process relative to sample prioritization.
- Receives and responds to non-technical customer inquiries regarding status of tests and return of samples.
- Processes requests from the laboratory.
- Performs routine technical review of incoming work to determine test appropriateness and sample requirement.
- Reviews incoming test articles, requested tests, and pricing in a timely and accurate fashion.
- Investigates and resolves discrepancies with test samples.
- May maintain customer database in LIMS, entering new accounts, updating change of address, and updating sales account manager.
- May process and mark outgoing final reports, copy and fax and/or e-mail as requested.
- May be required to ensure proper storage and expedient retrieval of all raw data, documentation, protocols, specimens, and interim final reports from the archives.
- May serve as backup to receptionist for breaks and time off, as needed.

Qualifications and Skills

- Associate's degree in a related field or relevant laboratory experience required.
- 2 to 4 years of customer service experience.
- ICSA (International Customer Service Association) certification required.
- Strong PC and Microsoft Office skills required.
- Type 35-45 wpm accurately.
- Excellent written and verbal communication skills; good telephone etiquette; aptitude to learn and accurately perform clerical tasks.
- Fluency in English is preferred.

Technical Competencies

- Ability to work in a GLP/GMP environment.

NAMSA is committed to providing equal employment opportunities (EEO) and treatment for every person seeking employment with or employed by our company. The Company will not fail or refuse to hire any individual, discharge any individual, or

otherwise discriminate against any individual by reason of a person's race, color, creed, religion, national origin, sex, disability, age, citizenship, veteran status, genetic information, sexual orientation, marital status, gender identity, or status with regard to public assistance or any other characteristic, status, or condition protected by law. Employment decisions are based solely upon qualifications and merit. We recognize that diversity and inclusion is a driving force in the success of our company.

Contact:

Lisa West | Talent Acquisition Specialist | NAMSA

6750 Wales Rd Northwood, Ohio 43619, USA

Office: 419-662-4453

lwest@namsa.com | www.namsa.com