



Steep Hill Labs, Inc.
1005 Parker Street
Berkeley, CA 94710
www.steephill.com

Customer Experience Specialist

We are seeking a hard-working and highly motivated Customer Experience Specialist with strong abilities to become a part of a fun and dynamic team in the rapidly-growing cannabis industry throughout the United States.

The Customer Experience Specialist role is an extremely important one within the company and requires a multifaceted skill set. Sitting at the front desk, the successful candidate will be the first impression for many customers visiting the company or calling for the first time. An ability to work across a variety of tasks oftentimes in stressful situations is an essential attribute for the successful candidate.

In addition to answering basic sales inquiries, relaying messages, and following up with basic client requests, you are responsible for collecting payment for products and services, and maintaining client records. This role also functions as the main intake resource for the customer test specimens, logs in samples to the laboratory information management system (LIMS) in a manner that will ensure chain of custody validity and keeps the sample receiving area organized, clean and with a professional appearance.

KEY RESPONSIBILITIES:

- Log samples and payment into our database and MyLab
- Adheres to sample intake policies and procedures
- Performs a variety of clerical tasks that include maintaining spreadsheets, managing and organizing customer records, managing shipments.
- Answers telephone, screens callers, relays messages, greets visitors, maintains calendars and schedules consultation appointments.
- Helps support the sales and marketing development when needed
- Respond to and log customer support tickets
- Capable of listening to the customers' needs and able to advise and educate customer on test methods that best suit their needs.
- Performs other duties and assumes other responsibilities as apparent or as delegated
- Pushes and receives test results from BioTrack or state mandated tracking system.
- Helps support sales and marketing development when needed.
- Performs other duties and assumes other responsibilities as apparent, or as delegated.
- Respect and maintain the confidentiality of clients that utilize testing services.

REQUIRED SKILLS AND EXPERIENCE:

- Previous experience in customer service job
- Microsoft Office (Word, Excel)
- Google Sheets & Google Docs
- Excellent phone and listening skills

- Making mathematical calculations quickly and accurately
- Comfortable in dealing with and being accountable for cash transactions
- Understanding and following verbal and written instructions; work independently in the absence of supervision.
- Communicate effectively verbally and in writing
- Establish and maintain effective working relationships with clients
- Background in biological or chemical sciences is preferred
- Previous experience working in a laboratory environment and/or in the cannabis industry is preferred
- Experience with Zendesk a plus

COMPENSATION:

- Hourly based position based on experience.
- Benefits including Dental, Vision, Health Insurance, and PTO.
- Flexible work environment.

Think you've got the skills were looking for? Great!
Send us your resume, salary requirements and explain why you are the ideal candidate.

careers@steephill.com

Steep Hill Labs, Inc. is an equal opportunity employer with a great company culture.