

Customer Service Representative

Remote

Join a science-driven company making a global impact in intestinal diagnostics

About TECHLAB

Founded in 1989 by scientists from the Virginia Tech Anaerobe Lab, TECHLAB is a pioneer in intestinal diagnostics. With a strong foundation in research and university collaboration, we develop, manufacture, and distribute innovative products worldwide—focusing on intestinal inflammation, antibiotic-associated diarrhea, and parasitology. Backed by private equity and poised for growth, we're proud to be ISO 13485 certified and FDA registered. Learn more at www.techlab.com.

Your Role: Supporting Customers with Precision and Care

As a Customer Service Representative, you'll be the primary point of contact for customers across TECHLAB and other SSI Diagnostica Group companies. You'll ensure that every interaction is handled with professionalism, clarity, and efficiency—whether processing orders or resolving inquiries. This is a hands-on role where your attention to detail and communication skills will make a real impact. You'll report to the Customer Service Team Supervisor.

What You'll Be Doing

- Process, allocate, and deliver US orders; manage requests from customers and distribution partners.
- Ensure timely processing and follow-up for all orders (e.g., tracking numbers).
- Process, allocate, and deliver international orders, including coordination with distributors, freight forwarders, and external agencies.
- Secure required documentation for international shipments (e.g., invoices, COA, packing lists, tracking numbers).
- Respond to customer inquiries via phone and email, escalating priority issues as needed.
- Identify customer needs and provide solutions or alternatives in collaboration with internal teams.
- Resolve account collection issues and update customer databases.
- Follow documented workflows to enhance customer experience and build sustainable relationships.
- Review, update, and create procedures as necessary.
- Act as a customer advocate across departments.

Tools You'll Use

- Microsoft Office Suite
- Sage X3 (preferred)

Work Environment & Flexibility

This is a full-time remote role base out of Blacksburg, Virginia, when onsite a climate-controlled office is maintained. While the standard workweek is Monday–Friday, occasional overtime may be required. Travel between TECHLAB offices or to external partners may occur.

What You Bring

Minimum Qualifications

- Associate degree or equivalent.
- High School Diploma or Equivalent + 3 years of customer service experience.

Preferred Qualifications

- Experience with Sage X3.
- Excellent communication skills; foreign language proficiency is a plus.
- Demonstrated computer competency.
- High attention to detail and ability to handle confidential information.
- Flexible and adaptable to changing schedules.

Ready to Make a Difference?

If you're passionate about customer experience and thrive in a collaborative, science-driven environment, we'd love to hear from you. To express your interest please send an email to careers@techlab.com.