

## Customer Service Team Supervisor

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](http://www.techlab.com).

### Your Role: Leading with Purpose and Precision

As Customer Service Team Supervisor, you'll lead a dedicated team that serves as the frontline connection to our customers across TECHLAB and other SSI Diagnostica Group companies. You'll ensure that every interaction is handled with clarity, care, and efficiency—while also rolling up your sleeves to support daily operations. This is a hands-on leadership role where you'll guide, support, and elevate the team experience.

You'll report directly to the Director of US Distribution and Commercial Operations and collaborate closely with our Denmark-based team supporting SSI Diagnostica products.

### What You'll Be Doing

- Lead and support the Customer Service across TECHLAB and other SSI Diagnostica Group companies.
- Coordinate with our Denmark-based team to ensure seamless global service.
- Manage team schedules, approve PTO and timecards, and conduct annual performance reviews.
- Monitor shipments and provide regular updates to leadership.
- Facilitate daily team calls with operations and shipping departments.
- Handle escalated customer issues with professionalism and urgency.
- Support intercompany integration efforts as needed.
- Actively participate in daily customer service tasks, including:
  - Responding to inquiries via phone and email.
  - Processing orders and providing timely follow-up (e.g., shipping confirmations).
  - Quoting prices, resolving account issues, and updating customer databases.
  - Acting as a customer advocate across departments.

### Tools You'll Use

- Microsoft Office Suite
- Salesforce.com
- Sage X3

### Work Environment & Flexibility

This is a full-time remote role based out of Blacksburg, Virginia, where a climate-controlled office is maintained while on site. 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 experience.
- 3+ years in customer service.
- 3+ years in a leadership or supervisory role.

#### Preferred Qualifications

- Experience with Salesforce.com and/or Sage X3.
- Strong communication skills; foreign language proficiency is a plus.
- High attention to detail and ability to handle confidential information.
- Flexible and adaptable to changing schedules.

### Ready to Lead with Impact?

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 a copy of your resume to [careers@techlab.com](mailto:careers@techlab.com).