

Protecting the Vulnerable™



POSITION SPECIFICATIONS

Customer Service Representative

Date 15-January-2021



Invested in the future of
safety and efficacy.

ABOUT OUR COMPANY

Mesa Laboratories, Inc. (Mesa) is a global technology innovator committed to solving some of the most critical quality control and analytical challenges in the pharmaceutical, healthcare, industrial safety, environmental, food and beverage industries. Mesa offers products and services through four divisions (Sterilization and Disinfection Control, Instruments, Cold Chain Monitoring and Cold Chain Packaging), which help our customers ensure product integrity, increase patient and worker safety, and improve quality of life.

Today, each of Mesa's products and services play a role in ensuring the safety and efficacy of the products we use every day. No matter if it's the environment, products or people, Mesa is committed to Protecting the Vulnerable™.

Founded in 1982, Mesa went public in 1984. After 10 years of more than 15% growth per year, the company now has revenue approaching \$100M and a market cap of approximately \$750M. Our growth is attributed to the 350+ dedicated employees who follow our customer-focused, lean-based value system, called *The Mesa Way!*. The Mesa Way! is based on four pillars that drive our work every day:

Measure what Matters: We take the customer's perspective, our "True North", both to measure what matters most to customers and to set absolute standards for performance. We manage to leading indicators, which drive us to proactively avoid problems.

Empower Teams: We move decision making as close to the customer as possible and provide the structure and real time communication forum to align the whole organization behind surpassing customer expectations.

Steadily Improve: We leverage a common and proven set of lean-based tools to prioritize our biggest opportunities, address those opportunities at root cause, and quickly implement change.

Always Learn: We ensure that improvements are sustained, enabling us to raise performance expectations and repeat the cycle of improvement. Equally, this cycle strengthens the Mesa team by providing endless learning opportunities for our employees and helps us to become an employer of choice in our communities.

Position: Customer Service Representative

Posting Expiration:

Location of Position: Lakewood, CO
Reporting Relationship: Manufacturing Supervisor
Job Classification: Hourly
Supervisory Responsibilities: None

Scope of Position: This position is responsible for providing excellent service to Mesa's customers by consistently and accurately meeting or exceeding their expectations and needs. The CSR processes orders, handles and directs internal and external customer communication and coordinates with various departments to respond to inquiries. The CSR is responsible for building and maintaining business relationships with clients by providing prompt and accurate service to promote customer confidence and loyalty.

Essential Duties Core duties and responsibilities include, but are not limited to, the following:

- Model personal Lean Philosophy 5S behaviors in creating a continuously improving, clean, well-organized and self-maintaining work environment. Work closely with team members and others to motivate and improve 5S knowledge and implementation.
- Follow a continuous improvement approach for team accountability for achieving high performance SQDC (Safety, Quality, Delivery, & Cost) targets through a visual work environment.
- Comply with company ethics, code of conduct, policies, and best practices, with a commitment to safety in the workplace, valuing of diversity, and promotion of a harassment-free environment.
- Actively participate in CS Daily Management Activities.
- Answer customer calls and email inquiries, professionally, promptly and efficiently.
- Assist sales at times with the management of specific distributor accounts.
- Process incoming orders – web, telephone, email, etc.
- Respond to sales and/or service inquiries, forward to technical support, as appropriate.
- Follow up on sales quotes and customer Return Merchandise Authorization's (RMA).
- Manage, maintain and update customer accounts.
- Resolve customer complaints – escalate to Supervisor or additional departments when appropriate.
- Communicate and coordinate with internal departments when needed.
- Exhibit excellent documentation practices.

Perform other duties as assigned by management

Professional Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The categories listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High school education
- Associate Degree in technical services, customer service or a related field preferred
- Two to three years' experience in a manufacturing or customer service field
- Any equivalent combination of education and experience

Compensation

- \$18-20/hr

Skills, Knowledge and Abilities:

- Advanced knowledge and skill with Microsoft Office programs including advanced Excel skills including pivot tables and data analysis
- Knowledge and experienced use of modern Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems
- Effective communication skills
- Ability to work in a team environment
- Ability to focus on continuous improvement
- Ability to take initiative and leadership on projects and tasks

Ability to meet deadlines

Physical Demands: While performing the duties of this job, the employee is regularly required to stand or sit for extended periods of time. If reasonable, requests regarding ergonomic concerns will be considered. For individuals with disabilities, accommodations may be made to perform the essential functions. Lifting is required every day.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This is a high volume, high energy manufacturing facility that works to meet manufacturing deadlines. An enthusiastic, positive attitude is highly encouraged and conducive to a productive successful atmosphere. Common sense judgments and problem solving is desirable. Must have the ability to handle repetitious and tedious job functions.

A typical office environment and biological laboratory environment comprise the bulk of the work environment for this position.

Compensation: Salary, general bonuses, and benefits will be offered commensurate with the successful candidate's experience and qualifications. Benefits include medical, dental, vision, life, accidental death and dismemberment, short term and long term disability, Paid Time Off, paid holidays, 401k retirement with company match.

Contact: Jordan Dean | Jordan.Dean@mesalabs.com | 919-535-4103

How to Apply: Please send resumes to Jordan.Dean@mesalabs.com. Please put you

***Mesa Labs is an Equal Employment Opportunity Employer.
Mesa Labor prohibits unlawful discrimination and harassment against
applicants or employees based on age, race, sex, color, religion, creed, national
origin or ancestry, disability, military status, sexual orientation, or any other
status protected by applicable state or local law.***

