



**Business Associate for Assured Bio Labs, LLC**

Job Level: Experienced Individual Contributor

Wage: Based on Experience

Hours: Full Time – 40 hours/week

Skills & Experience Required: Some experience required

The Business Associate is responsible for Customer Service, Data Entry, and Procurement. Customer Service responsibilities include: Respond to and triage emails and phone calls; greet on-site customers in order to help with orders, submissions, complaints, and questions; give information about products and services; receive, process and package orders; and create and archive digital and paper records. Data Entry responsibilities include: Enter customer, account, and sample data from source documents within time limits; compile, verify accuracy, and sort information to prepare source data for computer entry; review data for deficiencies or errors, correct any incompatibilities, and check output. Procurement responsibilities include: Evaluate suppliers and products, ensure cost-efficient purchases, place orders and maintain records of purchases, pricing, and other important data, receive and track orders, and manage backorders.

**Duties & Responsibilities:**

Data Entry, Review, and Reporting  
Customer Account Setup  
Initial Client Communications  
Email Response  
Phone Triage  
Procurement  
Order Processing  
Sample Receipt  
Related Lab and Office duties as required  
Breakdown: 50% Data Entry, 25% Customer Service, 25% Procurement

**Qualifications:**

High school Diploma/GED equivalent  
Proficient in MS Word, Excel and Google Docs  
Attention to detail  
Ability to work on multiple tasks and learn at a fast pace  
Ability to work in a team environment  
Self-Management  
Technology savvy  
Show initiative, Time-Management  
Driven to grow with the company

Preferred:  
Associate's or Bachelor's degree in a Science or Business field  
Data entry experience  
Customer service experience  
Prior use of LIMS (Laboratory Information Management Systems)  
Experience in a lab setting

Assured Bio Labs is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Assured Bio is committed to building a culturally diverse team and encourages all candidates to apply.