

## **Customer Support Specialist**

Wren Laboratories is a molecular biology-based clinical testing and research facility located in Branford, CT. We focus on providing state-of-the-art saliva COVID-19 PCR testing. We are a team of motivated individuals and are looking for a professional, ambitious, and organized team player who is willing to learn and grow with us as we move forward.

We are looking for a highly motivated Customer Support specialist with Administrative skills to perform a variety of administrative and clerical tasks related to COVID customer support. The ideal candidate should have excellent oral and written communication skills, be able to organize their work and work well independently. You must be flexible, well-spoken and articulate and be patient! You will directly integrate with the laboratory and be able to provide real-time support for customers regarding COVID testing.

### **Responsibilities**

- Act as the point of contact for COVID testing clients
- Answer and respond to phone calls
- Write and distribute emails and respond to customer queries
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system

### **Skills**

- Customer-support (resolution, handle complaints, provide updates on testing status)
- Excellent written and verbal communication skills
- Knowledge in MS Access is a plus
- Strong organizational skills with the ability to multi-task

Job Type: Flexible time/Permanent

Pay: \$15.00 - \$18.00 per hour

Schedule: Monday through Sunday (flexible)

Education:

- High school or equivalent (Preferred)

Hours per week:

- 40 (flex)

Typical start time:

- 9AM