



Labstat International ULC is an independent, privately owned, analytical laboratory with over 40 years of leading experience in testing all types of nicotine containing products including as e-cigarette liquids, and vapours, heat-not-burn substrates and emissions, as well as smokeless and combustible tobacco products and emissions for regulatory reporting and labeling for worldwide interests.

As a recognized global “Centre of Excellence” our team of Scientists and Technicians perform testing for clients around the world in analytical chemistry, toxicology, biomarkers as well as extensive research and method development.

As a result of our continuing expansion, we have several career opportunities available.

We are currently looking for a **Business Analyst/Customer Service, Business Development (#2018-18)** to join our team and provide support to our *Vice-President, Business Development* in the areas of sales & marketing, exceptional customer service and other administrative support duties.

Duties and responsibilities:

- Liaise with internal departments to answer customer queries;
- Support internal departments to resolve or follow up on outstanding customer related issues;
- Respond to client initiated queries;
- Regular communication with prospective, new and current clients primarily via the telephone and email;
- Price quotation / sales lead follow-up as directed.
- Manage sales, customer related tracking spreadsheets or database
- Create and manage Excel spreadsheets as directed
- Basic quote generation
- Other duties as assigned

Qualifications / experience required:

- Post secondary education in business, or marketing
- Previous experience in an administrative support, client driven role, marketing an asset
- Exceptional communication and organization skills
- Work under limited supervision
- Advanced computer skills in MS Office (Excel, Office, Access)

Labstat offers competitive wages, benefits, vacation schedule, training programs and social events.

Labstat values a diverse workforce.

Labstat values Equal Opportunity and embraces diversity. Begin a dynamic and rewarding career by becoming a member of Labstat's team of professionals!

Human Resources; Labstat International ULC
262 Manitou Dr. Kitchener, ON N2C 1L3
Fax (519) 748-1654
dsalt@labstat.com