Envigo, a scientific research organization, is seeking science-based individuals for multiple positions within our Indianapolis IN offices.

Our business has grown out of a successful merger of Harlan Labs and Huntington Life Sciences and we are creating a dynamic products and services company, dedicated to supporting scientific research that makes a real difference to people’s lives.

To drive our business forward, we pride ourselves in recruiting the best - professional, forward thinking, enthusiastic and highly motivated people who are passionate about what we do and believe in what we stand for.

Our products contribute directly to drug development and have uses in immunology, toxicology, oncology, hematology, pharmacology, obesity, teratology, tumor cell growth, transplantation, diabetes, leukemia and various other research areas.

Our customers include major pharmaceutical companies, contract research organizations, and academic institutions.

Our entry level positions provide excellent opportunities to progress within Envigo to leadership positions or to develop technical expertise within Operations, Veterinary Services, Surgery Support, Sales, Quality, Training, or Account Services.

*Salary ranges for entry level positions are competitive with market ranges for our industry. Envigo offers a comprehensive benefit package including:*

*Medical, dental, vision, 401k, Paid Time Off, life and disability insurance*

*We have an immediate opening for an Account/Customer Service Representative in our Indianapolis corporate office. To apply, please go to our Careers page on Envigo.com*
Account/Customer Service Representative

This position exists to provide excellent account and customer service representation to our North American and international customers including those in the UK, Europe, Asia, and South America.

The Customer Service Department is responsible for managing all inbound customer inquiries and orders timely and accurately. This includes processing inquiries, quotes, orders, as well as various other types of customer communications. This team is the primary linkage between our customers, our production sites, our account receivable group, and our transportation team. Customer service plays an integral role in the company’s critical delivery processes.

How you will contribute to make a difference

- Demonstrate detailed product-line knowledge, including genetics and strains to help answer customer questions, advise most suitable product, and process orders to meet research needs
- Develop relationships with pharmaceutical, contract research, and academic organizations to meet their customer service needs
- Input all customer orders, handle inquiries, quote pricing, and resolve issues by maintaining excellent communication with production sites, team members, customers, and transportation
- Establish transportation plan with transportation personnel to insure animal welfare, schedule, and customer requirements are met
- Print manifest, confirmations and process credits/replacements accurately
- Understand and adhere to all applicable ISO SOP’s and work instructions

Is this you? If so, apply today

- 4 year degree in science-related field preferred, 2 year Associate Degree in science related field required or 4+ years of scientific/technical based customer service experience preferably with knowledge of biology, genetics, cell biology, and animal science
- Dedicated to the humane and ethical care of research animals
- Motivated, positive, can-do attitude with significant focus on meeting customer needs
- Proven high-level mental organization
- Demonstrated attention to detail to correctly process shipping and billing locations, delivery dates, and specific customer requirements
- Ability to process large volumes of information and prioritize duties under extremely busy conditions
- Superb verbal and written communication skills
- Excellent computer, keyboarding and data entry skills
- Proficiency with computers, phone systems, and databases (including Excel, Word, JDE, Cognos, Incontact, and Trackwise)
- Ability to manage multiple computer screens while effectively communicating by phone or email with customers
- Ability to resolve customer issues calmly, tactfully, and with diplomacy with an excellent, positive attitude toward customer service
- Cooperation with and support of other team members