

## Client Services Representative/Laboratory Technician

MagArray, Inc. seeks a Client Services Representative/Laboratory Technician to join our growing medical diagnostics team. We have developed novel clinical assays based on our revolutionary ultra-sensitive, multiplex immunoassay technology. Originating from Stanford University, the MagArray core technology brings new levels of sensitivity and ease of use to immunoassays through the innovative application of magnetic nanotags and giant magnetoresistance (GMR) sensors. This exciting technology combines traditional immunoassay development with integrated circuit design and nanofabrication. The company is backed by stable funding and is entering a period of accelerated growth to launch diagnostic tests and services. We are looking for an energetic individual with experience in client services and laboratory operations.

The role of the Client Services Representative/Laboratory Technician is integral to MagArray's CLIA-certified laboratory operations. The Client Services Representative/Laboratory Technician will interact closely with the Client Services Manager and CLIA laboratory personnel.

### Responsibilities and Duties

- Communicate with client each day through phone calls, emails, and live chats.
- Interact with clients to obtain any missing information required to test a specimen or report results.
- Interact with clients to provide updates on specimen status.
- Interact with clients to provide test results.
- Interact with the Billing Department to provide required client information for billing and reimbursement.
- Receive and accession test requisitions and samples.
- Design and execute laboratory testing according to standard procedures, make observations, and interpret findings.
- Conduct experiments under defined conditions to verify/reject various types of hypotheses using refined scientific methods.
- Organize and store all chemical substances, fluids, and compressed gases according to safety instructions.
- Record all data and results in specified forms with accuracy and responsibility.
- Interact with clinical laboratory staff to obtain the status of samples, required information for sample testing, and other related issues.
- Handle Protected Health Information provided by clients in a HIPAA-compliant and sensitive manner.
- Ability to communicate any issues related to the laboratory and/or client services to the appropriate managers/supervisors and/or personnel.
- Review controlled documents and provide input as assigned.

### Qualifications and Skills

- A degree in a chemical, physical, biological or clinical laboratory science or medical technology from an accredited institution or the equivalent.
- Experience in operating electrical and nonelectrical laboratory equipment
- Experience handling potentially dangerous substances (flammable liquids, biohazards, etc.)
- 1-3+ years of customer service experience, preferably in healthcare/biotechnology.
- Ability to work autonomously and under pressure.
- Working knowledge of Microsoft Office.
- Excellent written and verbal communication skills.
- Ability to learn and follow procedures.
- Ability to collaborate with other team members.
- Good interpersonal skills, and ability to communicate with a variety of personalities

#### Physical Requirements

The Client Services Representative/Laboratory Technician position requires an ability to frequently sit or stand and to talk and hear. The position involves spending extensive time at computer terminals and on the phone interacting with a variety of clients, setting up assays, analyzing data, and preparing reports, summaries, and presentations. Frequently, the employee will be required to use hands to pipette precisely, reach with hands and arms, climb stairs and lift up to 25lbs. Vision abilities required include close vision, depth perception and ability to adjust focus.

For more information or to apply, send an email to [careers@magarray.com](mailto:careers@magarray.com) with the subject line: "Client Services Representative/Lab Technician"