

## Job Description: miniPCR Operations Associate

**Function:** Customer service, order intake and processing, customer database management, general office administration, accounts receivable and payable, other duties as assigned.

**Location:** Arlington, MA.

**Start date:** April 2021

**Hours:** Monday – Friday, 8 hours/day, flexible start/end times to be agreed upon.

**Reports to:** Operations Manager

**Benefits summary:** Vacation, health (90%), dental (90%), employer 401K contribution (4%). No travel requirement.

Headquartered in Cambridge, Massachusetts, miniPCR bio is a global life sciences company built by a team of scientists and is engaged in the design, development and manufacture of advanced biotechnology systems, products and services. The company specializes in the development of equipment and curriculum with the goal of expanding access to biotechnology for everyone, everywhere. Through this role you will join our team's mission to democratize science, and work with a dynamic, passionate, and entrepreneurial team.

### Essential Functions

#### Order intake and management

- Process purchase orders, e-commerce, and telephone orders
- Work in a QuickBooks desktop and/or ERP systems
- Prepare shipping and international export documents (UPS Worldship)
- Liaise with warehouse team to coordinate order fulfillment

#### Customer service

- Serve as first customer support contact on telephone
- Track order status and communicate updates to customers
- Manage customer service calls and emails and route appropriately

#### Bookkeeping and finance

- Manage customer invoices, payments, and accounts receivables cycle
- Input vendor payables and manage supplier payment approval process
- Assist in weekly and monthly sales and receivables reporting

#### Other duties as assigned

#### Required Skills & Abilities

This position will be at the core of our business operations and administrative processes. The ideal candidate will have a proven track record in executive assistance and operations. They will be polished oral and written communicators, highly detail oriented, organized and efficient, and enjoy customer service interactions with life sciences researchers and educators.



**Essential skills and experience include:**

- AA or Bachelor's degree (achieved or in progress) or equivalent work experience
- 2+ years of administrative/operations work within a corporate environment
- Familiarity with QuickBooks or ERP systems especially issuing Sales Orders, Invoices, Purchase Orders and vendor payments
- Comfortable in Excel, Word, Thunderbird
- Familiarity with Google Drive and Google Workspace environments
- Strong problem-solving skills
- Customer service experience
- Ability to work independently as well as contribute successfully within a team environment

Highly desired skills include:

- Previous experience with QuickBooks Desktop or ERP systems
- Biomedical, scientific, or K-12 education background a plus

Email cover letter and resume to Sebastian Kraves ([team@minipcr.com](mailto:team@minipcr.com))