



Customer Service Representative

Bio-economy Skills At-a-Glance



Building skills for Canada's bio-economy

About BioTalent Canada™

Helping Canada's Bio-economy thrive globally

Canada is a world leader in biotechnology—the application of living organisms to industrial, agricultural, medical and other processes and products. To maintain and build on this leadership, the sector needs highly skilled, job-ready people.

By acting as a national hub and central resource for employers, job seekers, students, educators and government agencies, BioTalent Canada helps make this happen.



Building skills for Canada's bio-economy

www.biotalent.ca • Telephone: 613-235-1402

Table of Contents

About the Bio-economy.....	2
Components of the Bio-economy Skills At-a-Glance.....	2
Occupational Description	3
Potential Professional Background and Education/Bio-economy or Relevant Experience	3
Education/Certification	3
Professional Experience	3
Competencies and Tasks	3
A. Interact with customers to respond to inquiries and resolve complaints	3
B. Receive orders for goods or services.....	4
C. Maintain records of transactions.....	4
D. Demonstrate personal competencies.....	4

About the Bio-economy

The bio-economy involves the research, development, manufacturing and commercialization of technologies and products for such areas as:

- Agriculture
- Aquaculture
- Bioenergy
- Bioinformatics
- Bioproducts
- Biosciences
- Environment
- Food Processing
- Forestry
- Genomics
- Human and Animal Health
- Industrial
- Life Sciences
- Medical Devices
- Natural Resources
- Nanotechnology
- Nutraceuticals
- Pharmaceuticals

Components of the Bio-economy Skills At-a-Glance

The *Bio-economy Skills At-a-Glance* are built around *Key Competencies*. They are *not* complete *Bio-economy Skills Profiles*. They capture the key hard and soft skills required to successfully function in this position. Those key competencies require specific tasks be accomplished in order to attain the desired outcome. More often than not, those key activities are functional in nature and require the application of specific knowledge acquired by education, training or practical experience. In bio-economy companies, those functional competencies may be very broad and diversified, encompassing both scientific and business expertise. Some may refer to functional competencies as hard skills of the position.

The *Bio-economy Skills At-a-Glance* have been developed through secondary research and have NOT been validated by industry. As a result, industry feedback will be greatly appreciated. Please send any feedback to portfolios@biotalent.ca.

The *Bio-economy Skills-At-a-Glance* are useful for such activities as recruiting, professional development, coaching, self-assessment, and many other purposes.

Occupational Description

The Customer Service Representative is the link between customers and the organizations that produce the products they buy and the services they use. They are responsible for responding to customer inquiries and making sure that any problems they are experiencing are resolved according to existing policies and practices.

Potential Professional Background and Education/Bio-economy or Relevant Experience

Education/Certification

- Completion of secondary school is usually required
- Completion of some college or other post-secondary programs may be required

Professional Experience

- 0-2 years of experience in sales related experience may be required

Competencies and Tasks

A Customer Service Representative must be able to:

A. Interact with customers to respond to inquiries and resolve complaints

TASKS
1. Write up orders, mail catalogues, samples, price quotations, and similar data to customers as required
2. Provide information on the company's products or services, availability, prices and specifications
3. Respond to inquiries from customers (i.e.: face-to-face, e-mail, fax, telephone) as per company policies and procedures
4. Investigate complaints regarding the establishment's goods, services, and policies
5. Resolve customer complaints according to existing policies and procedures
6. Co-ordinate refunds, exchanges, credits and destination of returned merchandise

B. Receive orders for goods or services

TASKS
1. Take orders for goods or services according to company policies and procedures
2. Maintain liaison with other departments for order completion
3. Trace status of orders
4. Maintain inventory as required

C. Maintain records of transactions

TASKS
1. Record orders as per company's procedures
2. Keep customer account information updated
3. Monitor transactions, and maintain records
4. Contact customers to confirm satisfaction as required
5. May complete daily activities log

D. Demonstrate personal competencies

TASKS
1. Demonstrate teamwork
2. Exhibit sensitivity to cultural and social diversity
3. Be customer service focused
4. Work in a fast-paced environment
5. Follow company's policies and procedures
6. Demonstrate time management skills
7. Manage stress
8. Be a quick learner
9. Communicate effectively and clearly

Strong Board of Directors

The Board of Directors is composed of experts in the field of HR, CEOs, CFOs and CSOs from across Canada with extensive financial and industry experience representing companies and organizations in Canada's bio-economy. BioTalent Canada is not a membership organization and therefore relies on the guidance provided by its dedicated volunteer Board of Directors.

Bob Ingratta (Chair)
President
Fast-Trak Strategies
Vancouver, BC

François Schubert (Vice Chair)
General Manager, Administration
The Research Institute-McGill University
Health Centre
Montréal, QC

Christopher Adams (Treasurer)
AdamsRevers
Toronto, ON

John McMillan (Past Chair)
Winnipeg, MB

Norma K. Biln
Chief Executive Officer
Augurex Life Sciences Corp.
North Vancouver, BC

Anne-Marie Bonneau
Vice-President & COO
Aurelium BioPharma Inc.
Montréal, QC

Paul Braconnier
President, CEO & Co-founder
Global IQ Inc.
Edmonton, AB

Patrick Girouard
President
AgroNovita Inc.
Ottawa, ON

Denis Kay
Chief Scientific Officer
Neurodyn Inc.
Charlottetown, PE

Wilf Keller
President and CEO
Genome Prairie and Ag-West Bio
Saskatoon, SK

Steven Klein
Director, Business Development
Labopharm
Laval, QC

Janet LeClair
Chief Administration Officer
YORKbiotech Inc.
Toronto, ON

Lucie Morin
Human Resources BioScience Consultant
Charlottetown, PE

Julia O'Rawe
Associate Vice President HR Canada & Global
HR Partner R&D
Sanofi Pasteur
Toronto, ON

Jim Smith
Executive Director
Food Technology Centre, Prince Edward Island
Charlottetown, PE

Lee D. Wilson
Assistant Professor
Department of Chemistry
University of Saskatchewan
Saskatoon, SK

Michael D'Amico
SVP, Human Resources and Organizational
Effectiveness
logen Corporation
Ottawa, ON



Building skills for Canada's bio-economy

www.biotalent.ca • Telephone: 613-235-1402