



Chemistry Technical Support, Order Coordinator

JOB SUMMARY

The Chemistry Technical Support, Order Coordinator works in a non-laboratory setting applying scientific experience, research, and information to business applications that support JMC customers, suppliers, and staff in a professional, proactive, and efficient manner. The role is to support customers with their order status through coordination with suppliers and Client Relations Department.

ESSENTIAL FUNCTIONS AND TASKS

Tracking Open Orders and Backorders:

- Manage communication from suppliers and internal communication regarding status of all open orders.
- Release, track, and prepare documentation for shipments of orders ready to be released.
- Report weekly to customers status of all open backorders.
- Respond to technical inquiries from customers regarding open orders.
- Resolve non-conforming items that are received in logistics.
- Construct emails to be sent to customers for approval of technical product discrepancies.
- Review Certificate of Analysis to ensure quality and conformity.
- Route final quote requests to customers through Senior Technical Support member.

Support company goals with the following additional tasks

- Trainings companywide about scientific related applications to the brands and products JMC distributes.
- Logistical support with receiving, shipping, and handling of products.
- General projects as assigned by supervisor.

General Housekeeping, Maintenance and Organization of Storage and Work Areas

Maintain work area in a clean and orderly condition and follow prescribed safety regulations. Participate in general housekeeping as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Incumbent must be capable of consistently applying JMC core values including a strong commitment to customer satisfaction while performing tasks accurately with unfailing attention to detail and have demonstrated the following:

A. Minimum Learned Skills and Abilities Required

- Effectively understand and follow appropriate standard operating procedures, internal policies, and compliance guidelines as required by the various products, customers, suppliers and Import/Export regulations.
- Maintain, update, and enter data into established databases and use a variety of computer technology including software, database, word processing, and spreadsheet programs such as Word, Excel, PowerPoint, Outlook, NetSuite and Access).
- Communicate effectively in the appropriate language (English, Portuguese or Spanish) and in a timely manner to present information in verbal and written form and respond to questions from co-workers, customers, suppliers and supervisors. Understand the meaning and spelling of words, rules of composition, and grammatical structure in all languages used.
- Easily adapt to changing priorities and manage several assigned tasks concurrently and in a timely manner in a fast-paced environment.
- Willingly work as a dedicated team member and collaborate with and provide extremely focused and goal oriented support as needed to department and company staff. Maintain professional productive internal and external relationships.
- Demonstrate eagerness and willingness to learn about our products and services.

B. Minimum Education and/or Certification Requirements

Graduation from a two-year college or university with an Associate degree and a major in a science field, preferably chemistry, biochemistry, biology or biopharmaceutical technology.

Position requires an understanding of the application of various analytical chemistry methods and United States Pharmacopeia (USP) Methods and Validation techniques including:

- Basic knowledge related to MS, GC, LC/MS, FTIR, UV-VIS

- Basic knowledge related to chemical characterization (NMR, Mass, IR, KF) and compounds degradation

C. Minimum Experience and/or Certification Requirements



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One year of demonstrated experience and understanding of analytical chemistry testing methods including HPLC, GC and other associated assays including with Chromatographic columns and Reference standards; or an equivalent combination of education and comparable work experience may be considered.

D. Information Technology, Process and Office Equipment Used

Typical office equipment includes, but is not limited to, desktop workstations and laptops utilizing a Windows-based environment and a variety of software products such as NetSuite, Microsoft Office, including Word, Excel, Outlook, PowerPoint, Access as well as customized international shipping and pharmacopeia databases. Other equipment may include a variety of electronic devices such as cell phones, tablets, printers, copiers, and scanners.

E. Work Environment and Working Conditions

Working in a normal office environment, physical effort includes visual acuity and the ability: to sit for long periods to research and enter information into databases and spreadsheets; to compose replies for customers and peers; to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals; to stoop and kneel to retrieve/file paperwork and reports. Position requires routine knowledge of how to handle hazardous material and controlled substances safely and within guidelines.

***HOURS OF WORK 8:00am -5:00pm M-Th with 30 minutes for lunch; 8:00am – 2:00pm Fridays
Schedule may change with prior written supervisory approval. Periodically, some overtime may be required.***

CERTIFICATION

EMPLOYEE Name, Chemistry Technical Support, Order Coordinator: I certify that I have received and reviewed this position description and acknowledge the description of my objectives and responsibilities.

Signature	Title	Date
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Chemistry Technical Supervisor: I certify that I have reviewed this position description with the employee named above and acknowledge this position description is complete and accurate upon the time of review.

Signature	Title	Date
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Executive:

Signature	Title	Date
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