JOB ANNOUNCEMENT

RMB Environmental Laboratories, Inc. seeks a client services representative to run our Citizen’s Volunteer Lakes Monitoring Program and act as a liaison between surface water clients and our water chemistry laboratory. Client services will encompass about 75% of job duties with the other 25% activities assigned dependent upon the background and experience of candidate. Other activities possibly filling out the job description include assisting consultants in producing maps and analysis for reports, GIS analysis, database management, field support, lab taxonomy (algae, macroinvertebrates, and zooplankton), attending meetings and providing support for lake associations, sales and marketing, and more. The position is a full-time permanent one where we would like an individual to begin April 1, but we can be flexible for candidates finishing their degree this current year.

RMB Environmental Laboratories, Inc. is located in Detroit Lakes, Minnesota. Detroit Lakes is a city at the center of “lake’s county” in northern Minnesota with a resident population of approximately 8,500 people that swells in the summer as a tourist destination and place of summer fun for people with lake homes that travel from nearby Fargo-Moorhead. More information about Detroit Lakes can be found at https://www.visitdetroitlakes.com.

More information can be learned about RMB Environmental Laboratories, Inc. by visiting our webpage at www.rmbel.info. You can learn more about our Lakes Monitoring Program at www.rmbel.info/lakes. Please submit a cover letter that includes indication of what of the 25% “other” activities you feel qualified or able to do, an unofficial college transcript, three references, and a resume to Dan McEwen at dan.mcewen@rmbel.info or by mail to the following address by March 15, 2017:

Dan McEwen
RMB Environmental Laboratories, Inc.
22796 County 6
Detroit Lakes, MN 56501

All applications received by March 15, 2017 will receive full consideration.
Job Vacancy

Position Title: Water Quality Client Services Representative
Start Date: April 1, 2017
Wages: Commensurate with experience
Benefits: Health Insurance, Retirement
Type: Permanent, Full-time

Preferred Qualifications:
- Bachelor’s degree in a biology related discipline with some course work in aquatic ecology (transcript required)
- Sales and/or customer service skills including email, phone, and face-to-face meetings with both individuals and groups.
- Ability to stand and work for hours at a time
- Entry level knowledge/experience using Microsoft Access and Microsoft Excel or demonstrated aptitude to learn.
- Experience in working with large amounts of data.
- Experience managing or overseeing other individuals.

Responsibilities: We seek an individual to oversee all facets of our Citizen’s Volunteer Lakes Monitoring Program as well as act as a liaison between the laboratory and clients for surface water analysis. The new hire will run these programs “cradle-to-grave” from enrolling new participants to delivering final results and accomplishing everything between those points with the support of staff. The position may require prolonged periods of time standing and prolonged periods of times sitting at a desk behind a computer. The individual will also serve as a liaison between surface water clients wanting our laboratory services for getting their lake, river, and wetland waters tested. Our surface water clients include Soil Water Conservation Districts, Watershed Districts, Lake Improvement Districts, Lakes Associations, and individuals. The position will provide pricing, set up shipping and receiving, and maintaining a quality experience for clients using our services. The right candidate will be someone who can work independently and efficiently while at the same time pay close attention to detail. A person who is outgoing and enjoys interactions with people will do especially well. The person will also be charged with growing these programs with input on purposeful marketing and client outreach.
Water Quality Client Services Representative
Position Description

I. Lakes Monitoring Program Director (50%)
   A. Targeted marketing for getting new LMP enrollees
   B. Preseason contact of existing LMP clients
   C. Shipping and delivery of coolers
   D. Sample check-in
   E. Data entry
   F. Data QC
   G. Filing of LMP lake sheets
   H. Lakes billing
   I. EQuIS submittal
   J. Post season client contact
   K. Cleaning coolers
   L. Oversight of interns working on LMP tasks
   M. Handling phone calls and emails and problem solving for LMP participants

II. Surface Water Client Services Representative (20%)
    A. Sample check in
    B. Shipping/receiving
    C. Data quality management
    D. Liaison with laboratory staff for surface water clients
    E. Handle phone calls and emails from surface water clients

III. Administration (10%)
     A. Attend weekly meetings
     B. Provide status updates as requested by supervisor
     C. Supply ordering and invoicing
     D. Other tasks as directed by supervisor

IV. Other (20%)