



Customer Service Specialist

Posting Date: 12 Jan 2026

Position: Customer Service Specialist

Department: Sales

Reports to: Senior Account Executive & Customer Service Manager

Employment Term: Permanent

Job Type: Full-Time

Work Arrangement & Location: On-site at 275 Watline Ave, Mississauga, ON

About Microbix

Microbix Biosystems Inc. is a fast-growing leader in the global diagnostics industry. We are one of the *world's largest commercial manufacturers of infectious disease antigens*, supporting diagnostic test development across Respiratory, Childhood Diseases, ToRCH, Sexually Transmitted Infections, Gastrointestinal, and Vector-Borne Diseases.

In addition to our antigens business, we design and manufacture innovative External Quality Controls (QAPs™) and Reference Materials (QUANTDx™). These products support clinical laboratories and diagnostic manufacturers with test development, analytical validation, training, and ongoing quality control.

At Microbix, we collaborate with leading diagnostic companies and clinical laboratories worldwide to improve the quality of infectious disease diagnostic testing. Joining our team means contributing to meaningful work that enhances global health and strengthens confidence in patient results.

Role Overview

Microbix is seeking to fulfil an existing vacancy for the position of **Customer Service Specialist** to join our team. Reporting to the Sr. Account Exec & CS Manager and collaborating closely with Product Management and Sales.

Key Responsibilities:

- Communicate promptly with Microbix's customers regarding the following:
 - Acceptance of new purchase orders, confirming receipt and prospective shipping dates
 - Product pricing and availability
 - Product inquires or product issues
 - Sending of invoices, shipping details, and product documents as requested
- Processing customer purchase orders in ERP system to create invoices and shipping paperwork
- Create shipment waybills and work with various couriers to ensure orders shipped and delivered on time



- Resolve any issues evolving out of customer shipments in timely manner
- Build a working knowledge of Microbix's products to better assist customers
- File and maintain paperwork records to accounting and auditing purposes
- Work with other departments, including product coordinator to ensure products are available for sale and deadlines are met
- Work with product management team for special request and shipments
- Other duties as required by Sr. Account Executive and Customer Service Manager
- Stay curious—ask questions, seek feedback, learn quickly, and continuously grow your toolkit.

Qualifications

- Fluent in English
- Excellent verbal and written communication skills; this position requires a lot of external communication with customers and contractors
- Knowledgeable in Microsoft Office Suite of tools (Outlook, Word, Excel)
- 1+ year experience in Customer Service
- Life sciences background would be an asset
- Experience with ERP software is an asset
- Strong interpersonal skills with the ability to work both independently and collaboratively.
- Detail-oriented with strong time-management and organizational skills; to confirm attention to detail, *add your favourite colour* in the SUBJECT line of your email while sending your application.
- Adaptable, proactive, and comfortable in a fast-paced, deadline-driven environment.

Compensation: The compensation range for this position is \$50,000 to \$52,000 per annum

How to Apply

To apply for this role, send your resume and cover letter to: shane.niyamuddin@microbix.com