

Position Title: Business Support Specialist II

Department: Veterinary Pathobiology

Position Type: Staff

Job ID: 52261

Job Description:

The **NIH-funded Rat Resource and Research Center (RRRC) and Mutant Mouse Resource & Research Center (MMRRC)** serve as unique repositories for rodent models that are important to the biomedical community. The mission of these Centers is to supply biomedical investigators with rats and mice, embryonic stem cells, related reagents, protocols, and technical services that they require for their research. You can learn more about the RRRC at <https://www.rrrc.us/> and more about the MMRRC at <https://mu-mmrrc.com/>.

The RRRC and MMRRC are currently seeking a **Customer Service Representative and Business Support Specialist** to join their team. The primary function of this position is to process, from beginning to end, all incoming orders for mice and rats. This includes staying in contact with researchers and explaining the ordering process, scheduling all shipments of mice and rats, staying in contact with accounts payable offices to ensure invoices are paid in an expeditious manner and doing all necessary research to ensure that paperwork for international shipments is completed in accordance with the customs offices of the respective countries. Other duties as assigned.

Top 5 Reasons to Work at the RRRC and MMRRC:

1. We are independent Centers that have been continually funded by the National Institutes of Health (NIH) for over 20 years. Our Centers provide a unique opportunity to be creative and think big while having access to the resources of a large university and strong support from NIH.
2. Our work has global impact. As one of four national MMRRCs and the only Rat Center (one of 2 in the world), we serve investigators both in the US and around the world.
3. We operate with an entrepreneurial spirit and are always willing to test new ideas and strategies from all members of our team.
4. We support a healthy work-life balance.
5. We provide opportunities for cross-training and professional development. Your success is our success.

Shift:

Monday - Friday with some scheduled weekend work necessary. 8:00 a.m. – 5:00 p.m.

This position has the potential to be a hybrid position that includes both on-site and remote work.

Minimum Qualifications:

An Associate's degree or an equivalent combination of education and experience and at least 2 years of experience from which comparable knowledge and skills can be acquired is necessary.

Preferred Qualifications:

- Bachelor's degree or experience, which provides comparable knowledge, required. Must possess excellent customer service skills and attention to detail and be able to work individually and in a team setting.
- Background in biomedical research preferred.

Anticipated Hiring Range:

Starting Salary Range: \$16.72-\$29.10 per hour

Grade: GGS-007

University Title: Business Support Specialist II

Internal applicants can determine their University title by accessing the Talent Profile tile in myHR.

Benefit Eligibility:

This position is eligible for University benefits. As part of your total compensation, the University offers a comprehensive benefits package, including medical, dental and vision plans, retirement, paid time off, short- and long-term disability, paid parental leave, paid caregiver leave, and educational fee discounts for all four UM System campuses. For additional information on University benefits, please visit the Faculty & Staff Benefits website at <https://www.umsystem.edu/totalrewards/benefits>.

Values Commitment:

We value the uniqueness of every individual and strive to ensure each person's success. Contributions from individuals with diverse backgrounds, experiences and perspectives promote intellectual pluralism and enable us to achieve the excellence that we seek in learning, research and engagement. This commitment makes our university a better place to work, learn and innovate.

In your application materials, please discuss your experiences and expertise that support these values and enrich our missions of teaching, research, and engagement.

Equal Employment Opportunity:

The University of Missouri System is an Equal Opportunity Employer. Equal Opportunity is and shall be provided for all employees and applicants for employment on the basis of their demonstrated ability and competence without unlawful discrimination on the basis of their race, color, national origin, ancestry, religion, sex, pregnancy, sexual orientation, gender identity, gender expression, age, disability, or protected veteran status, or any other status protected by applicable state or federal law. This policy applies to all employment decisions including, but not limited to, recruiting, hiring, training, promotions, pay practices, benefits, disciplinary actions and terminations. For more information, visit <https://www.umsystem.edu/ums/hr/eoo> or call the Director of Employee and Labor Relations at 573-882-7976.

To request ADA accommodations, please call the Director of Accessibility and ADA at 573-884-7278.