



**Position:** Client Services Project Management  
**Position Type:** Full Time/Non-Exempt

Energy Laboratories is a very successful laboratory with over 65 years of providing analytical services to the extractions industry as well as municipalities, state and federal government agencies, and the private sector.

***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

- Coordinate client project requirements with laboratory capabilities concerning reporting limits, number of samples, reporting requirements, costs of analysis.
- Respond to all internal and external client requests and communications within the same business day whenever possible, but no later than within 24 hours.
- On a daily basis, solicit from each department any possible major issues that may affect client satisfaction and meeting client deadlines. Communicates to appropriate parties in order to develop a plan for communication and resolution.
- Performs daily tracking of any Work Orders to ensure any Late Work Orders are cleared; focused on a goal of overall late reductions and proactive management of Work Order list.
- Be able to perform all Log-in functions and serve as a back up to Log-in when workload demands it.
- Responsible for serving as backup for Invoicing Specialist by gathering data from multiple sources in order to prepare billing invoices for clients, ensuring the accuracy and timely completion of the invoices.
- Strive for continuous process improvement; come up with innovative ways in which the Client Services team can reduce manual tasks and increase the speed and accuracy of creating and delivering invoices and other deliverables.
- Serve as primary for answering the switchboard, operation of office equipment, and managing incoming and outgoing mail.
- Occasional travel to other company locations, industry events, and other work-related functions.

***EDUCATION and/or EXPERIENCE:***

Preferably a Bachelor's Degree in a Science or Business related field or minimum 2 years work experience in Science or Business Management.

This position is a full time position located in Casper Wyoming. Base hourly wage is \$15.00 depending on education, experience and skill. Strong potential for wage growth with proven abilities to perform all job functions.

Energy Laboratories offer a benefits package including Health Insurance, Life Insurance, Long Term Disability and Cafeteria Plan. Additional compensation packages include Profit Sharing and Employee Stock Ownership Plan.

Qualified individuals should submit a current resume with salary requirements at our website [www.energylab.com](http://www.energylab.com) or send to Human Resources Energy Laboratories, Inc, P.O. Box 30916, Billings, MT 59107. Job Posting can also be found on Indeed where interested candidates can apply and upload their resume.