



AMERICAN GEM SOCIETY  
LABORATORIES®

*Setting the Highest Standard for Diamond Grading®*

### **Client Experience and Technical Specialist**

AGS Laboratories, a nonprofit diamond grading laboratory, is seeking a talented Client Experience and Technical Specialist to join our team. Are you ready for a fun and rewarding job that utilizes your problem-solving skills in a challenging and fast-paced environment? If you are, read on!

**Role:** This successful candidate will coordinate all client experience and technical support activities with a focus on delivering service that exceeds expectations.

**Job duties:**

- Proactively inform clients about new products, features, and benefits
- Master the use of helpdesk software
- Handle and resolve client issues, triage requests, and troubleshoot problems
- Develop and document client service policies and procedures
- Establish and maintain product/service workflows
- Quickly diagnose problems, form solutions, and execute step-by-step procedures
- Serve as tier 1 technical support for laboratory software applications
- Develop training presentations and documentation
- Communicate clearly and effectively with clients, colleagues, and management
- Performs other duties as assigned

**About you:**

- Positive, enthusiastic, and passionate about the mission of the organization
- Able to understand and convey complex business issues and technical concepts
- Excellent organizational and problem-solving skills and attention to detail
- Strong sense of team mentality and reliability
- Good listener with willingness and ability to adapt to change
- Excellent written and verbal communication skills
- Decision-making with demonstrated ability to work under pressure
- Ability to multi-task and project manage
- Ability to work closely with clients on problem resolution and client satisfaction
- Advanced experience with Microsoft Office applications

**Education and Experience:**

- Associate's degree in a related field from an accredited college or university required
- Bachelor's degree in a related field from an accredited college or university preferred
- Minimum of five years of related client service experience required
- Software support experience preferred
- Experience with delegating and directing work preferred

We are a team of passionate, inspired, empowered nonprofit professionals. With teamwork at our core, we make a difference by serving our members and clients to the best of our abilities every day. We believe our people are our greatest assets, so we work to attract and retain employees with our competitive compensation and benefits package, not to mention a great work environment!



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We offer a competitive benefits package, including medical, dental, vision, and life insurance as well as short-term and long-term disability and company-matched 401(k) contributions.

AGS Laboratories is an equal opportunity workplace. All qualified applicants will receive consideration for employment and will not be discriminated against based on age, race, gender, color, religion, national origin, sexual orientation, gender identity, veteran status, disability, or any other protected categories.

Salary range: \$20.00-\$30.00/hour DOE

Hours Monday-Friday 7:30 a.m.-3:30 pm PST

Send resume to Denise Manfra, Director of Human Resources, [dmanfra@agslab.com](mailto:dmanfra@agslab.com)