
Lab Administrator

Are you someone who thrives on organization and keeping processes running smoothly? Do you enjoy taking ownership and finding better, more efficient ways of doing things? If you're detail-oriented, tech-savvy, and enjoy supporting operations behind the scenes, this could be the role for you! We are currently looking for a **Lab Administrator** to join our team.

Position Summary:

At Alpha Controls, the Lab Administrator plays an integral role in the success of our calibration laboratory. Working within our Operations and Lab team, you will be responsible for receiving customer assets for service, coordinating workflow, and managing third-party services that support our lab.

We need someone organized, proactive, and solutions-focused to ensure assets move efficiently from intake through completion. This role requires someone who takes ownership of their responsibilities, communicates effectively across departments, and actively looks for opportunities to improve processes.

This is a fast-paced, detail-driven position where accuracy, follow-through, and independent thinking are essential.

What You'll Be Doing:

- Receive and log customer assets for calibration and service
- Verify documentation and ensure accuracy of order details
- Coordinate internal job flow between Sales, CSR, Purchasing, and Lab
- Track asset status to ensure customer commitments and turnaround times are met
- Maintain accurate, complete, and up-to-date records within internal systems
- Coordinate services outsourced to approved third-party vendors
- Prepare and manage outbound shipments to external service providers
- Track vendor timelines and ensure service expectations are met
- Assist in building and strengthening third-party vendor relationships
- Identify opportunities for cost savings and workflow improvements
- Support procedural compliance and documentation accuracy
- Communicate with customers when clarification or coordination is required
- Escalate issues appropriately and proactively
- Actively support company mission, goals, programs, and policies & procedures
- Other duties as assigned

All about you!

- You are extremely organized and detail-oriented
 - You take ownership of your work from start to finish
 - You are comfortable working with technology and internal systems
 - You think critically and can solve problems independently
 - You can manage multiple priorities in a fast-paced environment
 - You communicate clearly and professionally
 - You naturally look for ways to improve efficiencies
 - You are dependable and proactive
 - You understand how your role impacts the bigger operational picture
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Education and Experience:

Minimum of a High school diploma or general education degree (GED); or one to three years' related experience and/or training; or equivalent combination of education and experience. Experience in a technical, laboratory, manufacturing, or service environment is considered an asset.

Bonus points if you have experience coordinating third-party vendors or working within lab management system!

About Us:

For over 45 years our family owned and operated business has been providing technical solutions and support to numerous industries including pharmaceutical, automotive, food and beverage, water and wastewater, aerospace, cannabis, and HVAC. We carry a comprehensive range of high-quality instrumentation for pressure, temperature, humidity, gas, level, flow and much more!

But our support goes beyond technical answers and the right instruments. Alpha Controls' expert technicians also provide instrument calibration, full service, and repair. In addition, we also offer validation services and will work directly with our customers to implement a compliant, and effective validation plan that meets their needs from start to finish. One could say, we are a one-stop-shop!

Ready to Join our Team?

Our team is passionate about growth, innovation and collaboration. We are a family-owned business who takes pride in our people. We're more than just a place to work...we're family. Your experience is important to us, but so is chemistry. We want the best for our team, AND customers.

Come be part of the Alpha Controls family! Apply now.

Learn more about Alpha Controls & Instrumentation: www.alphacontrols.com

Job Type: Full-time

Benefits:

- Casual dress
- Dental care
- Extended health care
- On-site parking
- Paid time off
- Vision care

Ability to commute/relocate:

- Markham, ON L3R 5G3: reliably commute or plan to relocate before starting work (required)

Education:

- Secondary School (required)

Experience:

- Administrative: 2 years (required)

Work Location: In person