

# INTERNAL VACANCY

**Job title :** Customer Support Representative

**Location:** Southampton

**Closing date :**

## **Job Summary**

To provide administration support for the Director of Global Markets by developing the Rest of the World (ROW) business and increase revenue by offering the necessary support to drive sales.

## **Main duties and responsibilities**

- Providing administration support for the ROW sales team
- Managing sales follow-ups (quote/sample/order) globally
- E-mail inbox management – Enquiry, Support etc
- Logging Customer feedback
- Preparing quotes
- Farming activity to help retain existing client base.
- Managing conference participation.
- Provide very basic technical support for existing customers
- Providing support for marketing projects through knowledge of customer base.
- CRM organisation for the team – appointments, tele-conferences, opportunities relating to team members, project chase ups.
- CRM data management – account management, contact management

## **Qualifications and experience required**

### **Essential**

- BSc in Life Sciences
- qPCR knowledge
- Strong completer/finisher
- Good work ethic and interpersonal skills
- Excellent communication talents
- Co-operative and helpful attitude

### **Desirable**

- Customer service experience

Hours of Work	37.5 per week
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To apply for this vacancy please send your application to Wendy Karban, Group HR Manager, [wendy.karban@novacyt.co.uk](mailto:wendy.karban@novacyt.co.uk)