

INTERNAL VACANCY

Job title : Customer Care Representative
Location: Southampton (Primerdesign)
Closing date : 28th May 2018

Job Summary

To provide comprehensive Customer Care for internal and external stakeholders within a fast paced and exciting Biotech company.

Main duties and responsibilities

- To be the first point of contact for any customer service related correspondence with our customers via telephone and email, ensuring all queries are answered professionally, promptly and customers are updated at all times
- Updating "Cases" ticketing system for any customer service tickets raised in the system. All notes and details must be kept up-to-date.
- Receive and process customer orders on the ERP system in line with procedure and customer requirements, ensuring that all orders are processed as quickly as possible to fit within company SLA.
- Advising Customers of despatch details and sending product documentation inc CofA's, MSDS, Datasheets, Invoices and handbooks.
- Obtaining and logging Customer feedback
- Maintain and update CRM ensuring compliance with company procedures.
- 1st Line technical support
- Generate and issue sales quotations and samples
- General Administration tasks

Qualifications and experience required

- Excellent written and verbal communication skills and can manage cross functional relationships
- Strong numerical and analytical skills
- Have a forward thinking attitude and have the ability to problem solve
- Ability to work proactively
- Effective time management
- Dedicated, adaptable, positive outlook
- Been actively involved in customer service or customer facing roles within the past 5 years
- Be able to multitask and have good time management skills, and a continuous learner.

Hours of Work	37.5 hours per week
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For further information or to apply for this vacancy please e-mail Kay Campbell Kay.Campbell@novacyt.com HR