

INTERNAL VACANCY

Job title : Office Administrator
Location: Cambridge

Job Summary

To carry out all front of house duties and provide customer-facing administrative support to the Clinical Laboratory based in Cambridge in addition to providing support to the Corporate & Investor Relations manager with Travel, Accommodation, general office and administration tasks.

Main duties and responsibilities

- Provide front of house duties at the Cambridge site including answering the main telephone line, customer service emails, reception meet and greet and handling incoming and outgoing post.
- Clinical record keeping duties including scanning, printing and filing of confidential records as required.
- Liaison with customers regarding confidential clinical information including monitor, follow up and completion of requests for information from service users.
- Administration and distribution of all diagnostic reports to customers/healthcare professionals ensuring information regarding delivery targets are disseminated as and where necessary.
- Provide sales processing and finance function from the point of test request through to support with issuing an invoice, its dispatch and any subsequent queries thereafter.
- Provide ad-hoc support across the division during any period of change and increased service provision.
- Log and progress any customer complaints. Process all customer queries to conclusion and satisfaction for the customer. This will be done in conjunction with the Clinical Laboratory staff.
- Assisting with record keeping and monitoring of annual leave, administration tasks, organising group travel and accommodation and managing the travel email inbox.
- Assisting with additional support to the Exec and Commercial teams by organising conference calls, meetings and exhibitions.

Qualifications and experience required

- Must be computer literate with good working knowledge of MS Office (Outlook, Excel, Word)

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,
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