

VACANCY

Job title: Customer Service Representative

Location: Camberley

We are Novacyt, a rapidly growing diagnostics group specialising in infectious diseases. We have a number of successful brands and serve a large global customer base, from hospitals to large corporates.

Microgen is an expert in the development, manufacture and distribution of high-quality diagnostic products. These include gold standard molecular assays and a growing portfolio of rapid immunoassays for the detection of toxins, bacteria, viral antigens and key indicator proteins.

We're now looking for a Customer Service Representative to join our team on a full-time basis working 37.5 hours per week.

Job Summary

Reporting to the Group Head of Customer Service you will be part of a team working within a manufacturing healthcare organisation. You will be responsible for the processing of customer orders and responding to enquiries in an effective manner to ensure customer requirements are met. To provide administration support for the Sales and Customer Service Teams. This role is focused on helping to support & develop existing and future business.

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 always updated
- To ensure that specific customer requirements are met (contractual obligations, pricing arrangements, transportation and delivery arrangements, export customers and regulatory requirements, etc.).
- Obtaining and logging customer feedback
- Managing customer contact information (existing and new) with a CRM database/SAGE200 system
- To ensure all enquiries and communications are dealt with in a positive and effective manner and that all technical customer issues are documented and actioned appropriately and in accordance with the relevant Standard Operating Procedure
- Work to quality standards ISO13485 and ISO9001
- To develop a good understanding of the product range
- Exceed and maintain targets/response times within the set KPIs
- Liaise with internal departments on a regular basis demonstrating good interpersonal skills
- To perform such other appropriate duties as may be required by your line manager

Qualifications and experience required

- Strong Customer Service experience and excellent communication skills are essential
- Computer literate
- Ability to multitask in a busy environment

- Attention to detail and accuracy are essential preferably gained through working within a quality-controlled environment
- Must be a self-starter and an effective team player
- Knowledge of export documentation would be an advantage but not necessary
- Good problem solving, communication and listening skills

The Benefits

- Competitive salary
- 25 days' annual leave
- Ability to buy and sell annual leave
- Cycle to work scheme
- Refer a friend scheme
- Life assurance
- Private medical insurance
- Group pension scheme

It's an exciting time to join our team as we are making huge leaps in the fight against COVID-19 and have recently been awarded a Breakthrough of the Year award at the European Mediscience Awards 2020. We are the best in the world at what we do. If you are looking to learn, grow and succeed as part of a passionate team who are eager to make a difference, we want to hear from you.

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