

## VACANCY

**Job title:** Customer Service Representative

**Location:** Southampton

### Job Summary

Reporting to the Group Head of Customer Service you will be part of a team working within a manufacturing healthcare organisation. You would be responsible for the processing of customer orders and enquires in an effective manage 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

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- 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

**Please ensure that you notify your current manager that you are applying for an Internal position.**

Hours of Work	37.5 hours per week
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For further information or to apply for this vacancy please e-mail HR, [recruitment@novacyt.com](mailto:recruitment@novacyt.com)