

VACANCY

Job title: Product Support Specialist

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 Product Support Specialist to join our team on a full-time basis working 37.5 hours per week.

Job Summary

This is a laboratory-based role to investigate customer complaints and complete documentation and reports as required for Microgen Bioproducts and Lab21 Healthcare.

Main duties and responsibilities

- Provide technical support to Microgen Bioproduct's and Lab21 Healthcare customers
- Log and complete designated customer complaint forms and documentation
- Provide regular updates relating to the progress of complaints
- Provide feedback to Customer Service department and/or the distribution/customer that has raised the complaint
- Assist in day to day running of the microbiology facilities

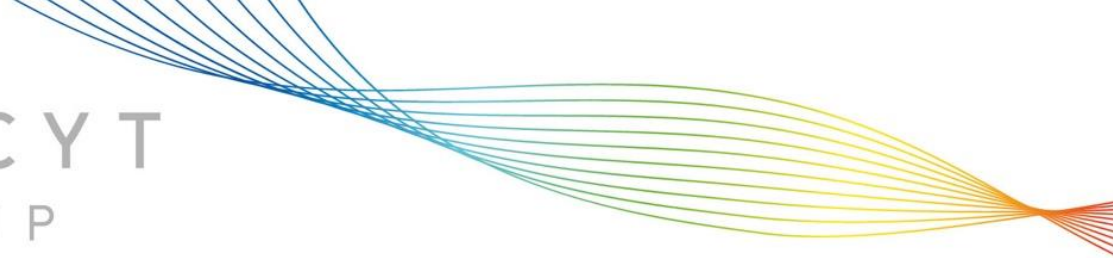
Qualifications and experience required

Essential

- Candidate should have a bachelor's degree in a related field
- Previous Microbiology knowledge and hands-on experience of handling Hazard Group 2 organisms in a Category 2 Laboratory is required
- Experience of working within a quality system (particularly ISO 13485)
- The ability to work well within a team and have strong written and verbal communication skills is critical
- Excellent organisational skills and outstanding attention to detail are required for this role
- Strong interpersonal skills
- Willing and able to travel within the UK and overseas

Desirable

- Ability to trouble shoot complex issues
- Previous experience in handling customer complaints
- Microbiology laboratory management experience



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