

Client Services Manager – Technical

Purpose

The purpose of this role is to meet the day-to-day needs of the customer, via phone, email or face to face interactions; and where necessary, provide expert technical scientific support for more complex technical inquiries.

Education

- Science degree is advantageous but not required

Work Experience

- 3-5 years previous analytical laboratory experience or other relevant experience such as a quality or technical customer service role

Skills

- Good written and verbal communication skills; report signatory competency

Key Focus

- Frontline management of customer needs and requests (primarily via phone and email), with same day turn around expected. Customer query support may be general queries on test results or types of testing, quote generation, proactive outgoing communication and specific technical support.
- Support the wider Commercial team with technical inquiries.
- Perform the duties of a key technical signatory for the release of worksheets, as and when required.
- Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures. Ensure the safety and wellbeing of those within the work environment.
- Adhere to quality standards and environmental / sustainability principles at all times. Participate constructively in all continuous improvement initiatives.

Disclaimer: The purpose of this document is to provide an insight into the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultations with the job holder in response to the changing needs of the organisation and the nature of our work. Employees may be asked to perform other duties as reasonably required by the employer in accordance with the role environment.

Behavioural Competencies

- **Demonstrates Self Awareness:** Uses a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
- **Effective Collaboration:** Builds positive relationships and rapport to work collaboratively with others to meet shared objectives
- **Results Focused:** Consistently achieves results, even when faced with tough challenges