



TECHNOPATH
CLINICAL DIAGNOSTICS

Title:

Product Specialist Quality Controls - Germany

Reporting to: Director of Sales

Role and Responsibilities:

- Lead technical support at customer sites provide for all Technopath QC product portfolio.
- Train, educate and support all business partners responding to commercial activities (i.e tender applications, commercial requests etc.)
- Carry out problem solving analysis in a timely manner.
- Provide at customer site (in local language):
 - Application training to customers on QC material and / or software as required
 - Troubleshooting skills
- Present value proposition of Technopath controls and software to potential customers.
- Provide front-line customer service in local language, i.e. take phone calls, reply to emails.
- Liaise with Technopath Technical Services Department to resolve issues.
- Provide basic level presentation on Technopath QC software (IAMQC).
- Liaise with Beckman Coulter (local affiliate) and other Business partners in assisting with customer inquiries to avoid potential delays in response time.
- Bring to the attention of Business Development and / or Quality Management areas of risk for products on the market.
- Circle back to Management on customer feedback and product improvements.
- Provide guidance to customers in relation to the 'RiliBäk' application.
- Follow up on potential Customer / Technical Communications to end-customers.
- Drive a continuous improvement culture by identifying and driving initiatives to increase the efficiency in the area.
- Demonstrate an understanding of the application of the Quality Policy through daily activities. Maintain vigilance to ensure adherence to the Quality Policy and system. procedures by promptly reporting noncompliance issues to Management.
- Perform other related duties as assigned by Management.

Qualifications:

- B.Sc. in Biomedical Science, Biochemistry or equivalent.
- Minimum 5+ year's management experience in the IVD industry.
- Experience in a regulated laboratory environment is desirable in the following areas:
 - Field Service Engineering or
 - Clinical laboratory scientist role
- In-depth working knowledge of biochemistry / chemistry and immunochemistry instrument platform technologies.
- Fluent in German (written and verbal) and advanced level of English.
- Strong communication skills and the ability to work in a fast moving and changing environment.
- Ability to perform under pressure is a must for this challenging role.
- Flexibility in respect of travel (mainly EU).

Multichem®

THE QUALITY CONTROL COMPANY



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Please forward your
CV to to our Human
Resources department:
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