

JOB DESCRIPTION FORM

JOB TITLE: Sample Receipt Coordinator **COMPANY:** Weatherbys Scientific

DEPARTMENT: Laboratory Services **REPORTS TO:** Genomics Laboratory Manager

Position Summary: The Sample Receipt Coordinator is responsible for all inbound sample receipt to Weatherbys Scientific Laboratory within Ireland.

The company prides itself on its history and integrity, the Sample Receipt Coordinator is expected to ensure the customer experience is maximized through accurate and timely performance of duties relating to receiving customer samples. The value of the relationships we have with our customers will be measured through KPIs. The Sample Receipt Coordinator is expected to support the continuous improvement of the agreed KPIs through agreed objectives and work standards.

Specific Responsibilities:

- To support Weatherbys Scientific's revenue generating activities to meet or exceed agreed Quarterly and Annual Sales targets.

- To support the delivery of Service Level agreements with customers using the agreed CRM and Laboratory Information tools.

To ensure a high level of liaison with other department staff to ensure co-ordination of activities and understanding of common goals and customer needs.

- To assist in the regular reports on the status of specific customers, projects and enquiries.

- To represent the company with integrity, professionally, ethically and morally, always.

- To support continuous improvement of the efficiency of Laboratory Services and resulting customer experience.

- To assist the Genomics Laboratory manager in coordinating the necessary training plan for all new staff.

- To assist the Genomics Laboratory manager in the implementation of programs to assure the competency of their team by coordinating orientation, staff development and continuous education.

- To receive, record and verify inbound customer samples.

- To assign samples in the LIMS and other agreed systems.

- To update sample status in the LIMS and other agreed systems.

Weatherbys Scientific – Sample Receipt Coordinator Job Description. The above is not a definitive list of your duties and you may be required to perform additional tasks as necessitated by your changing role and in line with company objectives. This job description will be reviewed as part of the annual performance review process.

- To update the CRM system with the current process state of samples.
- To provide status updates to the Customer Services Team relating to work in progress within the Laboratory.
- To convert LIMS process notifications (confirmations, delays, etc.) into CMR system customer notifications and communications in a timely manner.
- To collaborate with the Customer Service team to produce customer Sample Report.
- To work closely with freight forwarders or shipping partners to ensure timely receipt of samples to the laboratory when required.
- To file documentation promptly to comply with the company's SOPs and QMS standards.
- To support audits by external bodies (e.g. ISO) as required.
- To work closely with the Genomics Laboratory manager to ensure that working practice within the samples receipt department is in line with ISO17025 standards and/or other relevant accreditations.
- To maintain 100% compliance within the assigned functional role.
- To comply with all local Health and Safety requirements and legislation relating to the safe handling of animal bi-products and samples.
- To support the generation of reporting of agreed KPIs by the Director of Laboratory Services accurately at agreed regular periods.
- To perform other duties as assigned.

All listed tasks and responsibilities are deemed as essential functions to this position; however, business conditions may require reasonable accommodations for additional tasks and responsibilities within and outside of the assigned role.

Skill Requirements

Is a permanent resident of, and has the right to work in the Republic of Ireland

Proficient with MS Word, Excel and Outlook required.

Good interpersonal and communication skills required.

Good written and verbal communication skills in English required.

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1+ years of wet laboratory experience, preferably with a veterinary, analytical, life sciences or diagnostic context preferred.

1+ year of customer service (or other customer facing role) experience preferred.

Experience working with international logistics and freight forwarders desired.

Experience working with CRM and LIM systems software desired.

Experience with Information Technology strongly desired, willing to learn new systems.

Experience working effectively in a team environment preferred.

Must be very detail-oriented.

Able to work in a busy laboratory and office environment. Light lifting of office and laboratory equipment, samples and documents required.

Works within the core hours of Weatherbys Scientific Ireland, occasionally required to be flexible with working time to meet the needs of international customers as needed.

Education

Irish Leaving Certificate examination or equivalent passes in Maths and English are required. Higher education passes in a science subject are desired.

Higher education qualifications in Administration or a related field are desired