

## JOB DESCRIPTION FORM

**JOB TITLE:** Sample Receipt Assistant

**COMPANY:** Weatherbys Scientific

**DEPARTMENT:** Laboratory Services

**REPORTS TO:** Genomics Laboratory Manager

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**Position Summary:** The Sample Receipt Assistant is expected to support the Sample Receipt Coordinator who 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 Assistant 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 Assistant is expected to support the Sample Receipt Coordinator with the continuous improvement of the agreed KPIs through agreed objectives and work standards.

### Specific Responsibilities:

- 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 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.
- 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 CRM system customer notifications and communications in a timely manner.
- To collaborate with the Customer Service team to produce customer Sample Report.

**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 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 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 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.

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 qualifications in Administration or a related field are desired