**JOB DESCRIPTION – Laboratory Services Representative (Wolverhampton)**

**Job Title: Laboratory Services Representative**

**Reporting to: Office Manager**

**About Us:**

From its formation in 1943, NMR has grown and developed into an integrated service provider working for farmers and milk buyers as well as an independent source of data for advisors such as vets, farm consultants and breed societies. The company and its staff provide the highest quality recording, testing, health, and fertility services & products for dairy animals, supporting farmers and the farming industry to make improved decisions as well as working with milk buyers and retailers to constantly improve the quality of milk and dairy products.

**The Role:**

The Laboratory Services Representative will be responsible for handling enquiries, NMR product orders and administration of these orders for the NMR group customers, colleagues, and key stakeholders.

They will be responsible for monitoring and supporting the delivery of NMR services to agreed KPI’s and SLA’s.

In addition to the above the Laboratory Services Representative will be expected to;

- Assist with the training of other colleagues.

- Any other task management deem reasonable.

**Essential Key Skills:**

* Excellent telephone manner with good interpersonal and communication skills.
* Good PC skills and the ability to learn new systems & processes as required.
* Good organisational skills and self-motivated.
* Projection of a professional image to customers, colleagues, and visitors to the laboratories.
* To be flexible and to have a positive attitude.

**Key Responsibilities:**

* To receive and process orders for NMR products such as adhoc testing services and the enrolment of NMR testing schemes and to complete related administration.
* To support and monitor the delivery of NMR services so that they are delivered correctly & efficiently.
* To be able to deal with queries regarding NMR laboratory testing services received from NMR customers.
* To be able to inform customers of the benefit of NMR products and how the customer orders them.
* To ensure customer support is of the highest standard and an example is shown to other colleagues.
* To collate financial data to support generation of invoices for the NMR customer base.
* To review and follow user guides and standard operating procedures.
* Generation & submission of POs for office and laboratory supplies.

**Our Values**

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