



PROJECT MANAGER & ASSAY DESIGN SPECIALIST

Department: Project Management/Assay Design

Reports To: Vice President, Scientific Affairs

Position Summary: Responsible for serving as liaison between customer and company to address complaints, inquiries, and resolve issues with the overall goal of maintaining customer relationship; ensuring customer satisfaction and product delivery occur in a timely and accurate manner.

Responsible for developing quantitative PCR assays for customers; including designing new assays, assigning current assays to new strains, and evaluating results.

Essential Job Functions:

Receive, coordinate, and execute multiple projects relating to customer order complaints, issues, and/or inquiries.

Respond to phone calls and emails from customers within 24 hours of receipt and initiate projects and action plan to address complaints, resolve issues, or fulfill requests as needed.

Investigate and troubleshoot customer account discrepancies, issues, and requests by examining both current and historical scientific data to determine necessary course of action.

Coordinate resolution team with related departments in order to transfer highly scientific data and effect necessary changes and revisions as applicable to customer account while maintaining a timely response.

Execute project resolution by ensuring customer satisfaction throughout all phases of process, from initial design to final product.

Assist in developing and implementing improvements to both protocol and systems to ensure maximum quality of standards, procedures, policies, and production.

Participate actively on quality results review team to ensure timely and accurate release of finished product. Procure, request, and evaluate necessary strain information or sequencing data from customer to initiate qPCR assay design.

Redesign or replace existing assays that are not functioning properly by troubleshooting and fixing design issues related to primer/probe redesign or sample issues and information.

Essential Job Requirements:

EDUCATION:	Bachelor of Science in Biology or related field.
EXPERIENCE:	<p>Must have a minimum of 2 years experience in science-related field. More specifically, a scientific background with an understanding of molecular biology and research lab experience is a plus, but not required.</p> <p>Experience working with quantitative PCR and/or transgenic models beneficial.</p>
REQUIRED SKILLS:	<ul style="list-style-type: none">• Must be proficient with Microsoft Office Suite.• Experience and demonstrated ability using sequence analysis software such as Vector NTI or equivalent preferred.• Experience and demonstrated ability using online genetic resources, databases, and browsers such as NCBI, Ensembl, and MGI preferred.
ADDITIONAL SKILLS/QUALIFICATIONS:	<ul style="list-style-type: none">• Must have the ability to react quickly in order to understand and solve complex problems using strong time management, organizational, prioritization, analytical, problem solving, and troubleshooting skills.• Must possess the ability to work cooperatively and collaboratively with all levels of employees, management and customers in order to ensure quality customer service.• Must demonstrate a strong work ethic including great personal drive, motivation, discipline, and initiative.• Must possess outstanding communication (verbal and written), interpersonal, and customer service skills and have the ability to communicate effectively in a multi-ethnic and multi-cultural customer setting.