

## Product Support Specialist (Reagents) - 100%

Bio-Rad is an innovative company and thanks to its laboratory diagnostic systems, world leader in the field of blood group serology.

### Your tasks

- You handle customer complaints related to our Immuno-Hematology products and their application on our systems.
- You perform biological and technical tests and compile the findings in corresponding investigation reports.
- You provide information with respect to product specific, technical or application related inquiries to our customers.
- You work in close collaboration with the laboratory's technical supervisor and other departments.

### Your profile

- You have a medical or biologic laboratory technician education.
- You have a minimum of 3 years work experience in an Immuno-Hematology laboratory.
- You have good analytical skills and are technically savvy.
- You are very customer focused and you do have excellent communication skills.
- You can express yourself in a brief and comprehensible way, are organized and you can be patient and persistent.
- You have excellent English skills and any other language, preferably German and/or French, would be a plus.

Our company is involved in the supply of high-quality products and services intended for diagnostic laboratories. Independence, innovation and commitment are the fundamental values that permeate our company culture, as well as a strong orientation towards our customers and a multicultural environment.

If you feel attracted by this unique opportunity and you would like to take on new challenges, we would like to get to know you. Please forward your complete application (application letter, CV, copies of work certificates and diplomas/degrees, etc.) to the address given in the advertisement.