



Fluidic Sciences Ltd
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Product Specialist

Location: Royston, this role will not require you to travel but may require occasional early/late working assisting customers which can be remote.

Report to: COO

Fluidic Sciences is a science and technology company focused on commercialising tools and techniques to unlock complex protein interactions in order to accelerate therapeutic, diagnostic, and vaccine advances.

Main tasks:

This role is wide-ranging in nature and is intended to ensure customers get the best possible experience with our products. Your typical duties will include, but may not be limited to:

- ensuring all products shipped to customers are of the highest standard
- developing QC processes for instruments and consumables to define and help achieve the required standards
- training personnel to follow quality processes and carry them out as required
- managing post-sale customer support queries and the issue resolution process
- documenting and analysing non-conformances and other customer quality-related issues with a view to ensuring timely corrective actions are carried out and preventative actions implemented
- collaborating with applications and marketing to develop content suitable for use in pre-sales activity

Required skills and capabilities: Science-related degree.

- 2+ years of experience in a similar role.
- Calm, positive and pragmatic approach.
- Strong computer skills.
- Ability to work efficiently within a team or independently without supervision.
- Willingness to be flexible, accept challenges and learn new skills.

Benefits:

- Opportunity to work in an international, friendly, creative, and active environment.
- 25 days of annual leave, plus Public Holidays
- Flexible working hours
- Pension