



Applications Specialist

About AusDiagnostics

Headquartered within Sydney Australia, AusDiagnostics is a leading manufacturer of a range of molecular diagnostic instrumentation and reagents servicing human, veterinary and food diagnostics markets. We are committed to achieving excellence in all that we do, with the primary goal of improving patient healthcare within society.

JOB TYPE: Full time
LOCATION: Melbourne, VIC.
SUPERVISOR/MANAGER: Sales Manager
MAIN DUTIES/RESPONSIBILITIES: <ul style="list-style-type: none">• Maintaining and developing strong relationships with existing and potential AusDiagnostics customers• Achieving KPIs and corporate objectives• Participating in regular strategy meetings with sales and support teams to improve customer service• Maintaining CRM system• Conducting regular competitor analysis across the field• Writing technical SOPs in line with company ISO 13485 standards and quality objectives• Conducting product demonstrations• Training users on applications of AusDiagnostics reagents• Assisting Sales teams with technical support• Troubleshooting customer queries, identifying root cause and implementing corrective actions.
SKILLS & REQUIREMENTS <ul style="list-style-type: none">• Tertiary level education, such as B.Sc. or equivalent• Minimum 3 years' experience within a field-based technical support or similar role• Strong customer service focus with exceptional verbal and written communication skills• A high level of analytical skills• A positive attitude with the drive and work ethic to meet KPIs• Exceptional attention to detail• Initiative and the ability to work individually and as part of a team.• Excellent presentation skills• Excellent time management and organisational skills.• Fluency in English• Previous experience within biotech industry is highly preferred.