



Molecular 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.

Reporting to the Business Manager, the Molecular Applications Specialist provides high-level sales, technical and application training to AusDiagnostics USA Customers within clinical, public health, and academia laboratory settings. This position has a primary focus on technical training and support in diverse settings; education of AusDiagnostics USA instrument platform and total system solutions, and assisting with on-site customer installation and troubleshooting, assay adoption and conversion.

JOB TYPE: Full Time
LOCATION: Remote, Midwest, Southeast, CA, USA
MAIN DUTIES/RESPONSIBILITIES: <i>Technical / Application Training</i> <ul style="list-style-type: none">• Conducts comprehensive user training on AusDiagnostics USA instrument platform, software and assays; achieves customer competency, optimal utilization, and self-sufficiency• Conducts training for AusDiagnostics USA associates in AusDiagnostics USA instrument platform, software, and assays as necessary• Demonstrates proficiency in application of AusDiagnostics USA instrument platform, software, and assay rollout by uncovering customers' needs, implementing customized solutions, and assuring rapid adoption• Contributes to laboratory workflow productivity and other customer needs to maximize efficiency and efficacy of platform training• Acts initially as a Sales Consultant, Technical Service and Support to enhance customer experience• Provides expertise in all stages of the sales cycle in enlightening technical features and functions of AusDiagnostics USA Instrumented platforms• Ensures the fulfillment of and adherence to internal policies and procedures• Actively provides product and platform knowledge and technical input to Research and Development for continual product improvement

- Drives implementation process and full utilization of AusDiagnostics USA instrument platform and kits

Documentation Development & Compliance

- Collaborates with AusDiagnostics USA to develop training programs and departmental Standard Operating Procedures (SOPs) for instrumented platforms
- Ensures the fulfillment, continual improvement, and critical review of field-related job aides, learning aides, certification manuals, presentations, and evaluations including package inserts, software system specifications and other technical documentation
- Maintains appropriate records and documentation as required by the department and company

Sales and Marketing Support

- Conducts sales calls, investigative research and product demonstrations while promoting product value to support the sales of AusDiagnostics USA instrument platform and kits at trade shows, AusDiagnostics USA sponsored workshops, and customer sites
- Provides technical input to Marketing Manager
- Assists management as to the sale of AusDiagnostics USA instrument platform and kits by providing customized presentations, forecasts, customer feedback

Technical Input to New Product Development

- Support all new assays and products prior to formal launch
- Works with all stakeholders involved (Management, marketing, R&D, Global, regulatory, etc.) to launch a new assay or product to meet company deadlines

ESSENTIAL SKILLS & REQUIREMENTS

Education & Experience:

- B.S. degree in Medical Technology, Clinical Laboratory Science, Biological Sciences, or Molecular/Microbiology/Virology. M.S., M.T. (ASCP)
- Training in "Train-the-Trainer" methods, instructional design /development, adult educational methods desirable
- Experience with a variety of technologies including but not limited to RT-PCR, PCR, NGS, etc.
- **Minimum 2-4 years relevant experience in a clinical hospital or reference laboratory setting**
- Ability to travel domestically/regionally

Knowledge & Skills:

- Knowledge of technical and workflow related aspects important to implementation of molecular instrument platforms within clinical and public health laboratory settings
- Experience with fluid handling robots
- Prior selling experience to clinical diagnostic customers
- In depth knowledge of clinical laboratory assay adoption practices and processes, experience with assay implementation is mandatory
- Demonstrated project management, teaching, motivational and organizational skills with a proven track record of accomplishments
- Demonstrated effective interpersonal skills including effective internal and external communication and conflict resolution skills
- Familiarity with regulatory agencies (i.e. CAP, Joint Commission, CLIA) and quality procedures are highly desirable
- Models effective training, education, and presentation/demonstration of products
- Consistent professionalism in customer, cross-team/functional interactions with high concern for customer needs and expectations
- Works well in diverse and team environments
- Initiates and willingly accepts new assignments and successfully completes them
- Knowledge and experience with Sales, Marketing, Technical and Application support
- Works with positive attitude, able to communicate the departmental and organizational vision and goals, guiding team members in achieving these goals
- Constantly and persistently strives for driving excellence in technical and customer facing skills with team members
- Good working knowledge of various computer software applications (i.e. MS Office, Access), Laboratory Information Systems (LIS), CRM are preferred
- **Fluent in English - oral and written**

DESIRABLE SKILLS & REQUIREMENTS

Competencies:

- Sales/sales support (Proficient): Understands the value proposition of AusDiagnostics USA instrument platform and products while effectively providing demonstrations and other sales supporting activities promoting change management and adoption by customers
- Teaching/training (Proficient): Effectively instructs, observes, and evaluates trainees on medical equipment or devices consistent with an understanding of regulatory requirements; identifies gaps in learning and encourages optimal use; completes electronic training and service documentation
- Project Management (Proficient): Achieves operational objectives by contributing information and recommendations to implement AusDiagnostics USA instrument platform including

- Preparing and completing actions to industry and customer-service standards
- Assuring projects are on-time, in budget, and within specifications
- Determining system improvements and implementing change management
- Managing from sales, support, to ongoing customer care
- Driving for results
- Customer Focus (Mastery): Is dedicated to meeting the expectation and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

PHYSICAL REQUIREMENTS:

Should be able to lift and maneuver up to 60 lbs. Should be able to handle the physical stress of frequent travel.