

Scientific Customer Support

Boston Area

A hugely innovative and rapidly expanding scientific device manufacturer is seeking a talented and motivated Customer Support Specialist to support customers throughout the US from their Boston office.

Your responsibilities:

- Provide outstanding customer support to new and existing customers – providing updates on shipments of products, service response times etc.
- Act as a major point of contact for customers (internal and external) ensuring they are put in contact with the right department for their needs
- Maintaining a quality management systems (QMS) for the accurate recording of information critical to the smooth running of the business

Your background:

- You must have experience (2+ years) in customer support in the Life Science or Biotech industries (background in IT support only will not be considered)
- A scientific degree would be highly beneficial, although not essential
- You must have excellent communication skills and a desire to 'go the extra mile' for your customer!

Your reward:

- A \$60-75k base salary + healthcare and other benefits
- A fantastic working environment in the center of Boston, MA
- Potential for excellent career development and working with some incredibly interesting technologies!

APPLY NOW!

If this role is of interest to you, and your background is suitable, please email your resume in WORD format to eberner@VRS-US.com

For further details or related opportunities contact VRS Recruitment:

info@VRS-US.com

www.VRS-US.com

Due to the volume of responses, only qualified candidates will be contacted.

Feel free to forward this message to other qualified colleagues looking for similar opportunities.

Thank you, & Be Well!

-Evan Bernier, Ph.D. (U.S. Business Development Manager)

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Keywords: Biopharma, Biotherapeutics, Protein, Peptide, Small Molecule, LC/MS/MS, LCMS, Mass Spectrometry, Mass Spec, MS, ESI, Chromatography, Liquid Chromatography, LC, HPLC, UHPLC, CE, Capillary Electrophoresis, Customer, Client, Service, Instrument, Instrumentation, Capital Equipment, Chemistry, Separations, ToF, Time of Flight, Ion Trap, Orbitrap, Biopharmaceutical, Antibody Drug Conjugates, ADC, Monoclonal Antibodies, mAb, Boston, Massachusetts, New England, medical device