

Job description

Job Title: Technical Customer Support Advisor (12 Month Fixed Term Contract)

Workbase: 1 North Crofty, Tolvaddon Energy Park, Camborne, TR14 0HX

(Note: The Company Office location may change from time to time.)

Line Manager: Professional Services Manager

Main Purpose of Job:

To act as the first point of contact for customer queries relating to technical software support and general queries, providing training and support. Supporting the sales and marketing teams as required.

Environment:

LumiraDx Care Solutions operate from Camborne within a professional and friendly environment focused on clear commercial targets.

Functional links with:

Colleagues, Customers, Patients and Business Partners.

Duties and Responsibilities.

Specific:

1. Take responsibility and ownership for responding to requests from customers via telephone, fax, email and web technologies, providing appropriate solutions or guidance.
2. Maintain clear and accurate records of interactions with clients and sales contacts within the relevant CRM and Support software.
3. Support the development and maintenance of products by offering constructive feedback on their design, functionality and usability.
4. Set up new customers in the application.

5. Set up clinical systems interfaces.
6. Educate and train users in the use of our products.
7. Maintain an excellent working knowledge of our products.
8. Assist with sales development and fulfilment, providing cover for inbound sales enquires and account management.
9. Assist with marketing activities as required, such as seeking, collating and analysing customer feedback, producing reports as required and acting upon results where applicable.
10. Handle client complaints in a calm, non-confrontational and courteous manner. Take responsibility for ensuring follow-up actions are taken and that in the case of a formal complaint the Regulatory Compliance Officer is promptly informed.
11. Actively and positively contribute to the appraisal process and to follow up agreed actions.
12. Work at all times in accordance with:
 - a. The company Values and Culture.
 - b. The Health & Safety at Work Act 1974 and to follow all company procedures and guidelines that assist this.
 - c. The company Quality and Information Security Management Systems for example, but not limited to, ISO9001, ISO13485 & ISO27001.
 - d. The Data Protection Act.
 - e. The company's Dignity & Diversity Policy.
13. Undertake such other duties as may be required within the general scope of the job.

General:

- Create and maintain Standard Operating Procedure (SOP) and Work Instruction (WI) documentation as required.
- Participate in team and process reviews as well as retrospectives.
- Actively engage in continuous development of your skills.
- To work with and uphold the team values:
 - Enjoyment & Enthusiasm
 - Sharing Knowledge
 - Thoroughness
 - Communication
 - Teach & Develop
- Work at all times in accordance with:
 - The company Values and Culture.

- The Health & Safety at Work Act 1974 and to follow all company procedures and guidelines that assist this.
 - The company Quality and Information Security Management Systems for example, but not limited to, ISO9001, ISO13485 & ISO27001.
 - To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this.
 - To work at all times in accordance with the company's Dignity & Diversity Policy.
 - Data Protection Legislation, including by not limited to Data Protection Act 2018, General Data Protection Regulation 2016/679
- Undertake such other duties as may be required within the general scope of the job.

Other:

This job description is not intended to be too "prescriptive" and a degree of flexibility is expected. As business needs change, so the role and responsibilities may change subject to a full discussion and agreement on any changes.

Signed by Post Holder

Signed:.....

Date.....



Recruitment Pack: Technical Customer Support Advisor

About LumiraDx Care Solutions and LumiraDx

LumiraDx is a global health technology business, delivering safer, more effective and cost-efficient, diagnostic-led care.

Our vision is to improve patient outcomes and lower healthcare costs. To achieve this, we deliver accurate, actionable health data quickly and simply, wherever and whenever it's needed.

Our unique integration of health and point of care diagnostic data, smart technology platform and supported self-care programmes delivers dynamic, digital healthcare solutions across whole populations that can be customised to meet the demanding healthcare requirements of today.

Our Care Solutions development unit, based at our Cornwall site, is responsible for delivering clinical knowledge, education and intelligent technology via our software and platform to enable care teams to move patients with long-term conditions toward supported, self-care.

Benefits

We have an award-winning workplace situated five minutes from local beaches, where employee wellbeing is a key focus. We are proud of our culture and operate in a sociable, relaxed and fast paced environment where innovation and collaboration is encouraged. We offer many employee benefits including, free teas, coffee, soft drinks and fruit. We also offer discounted membership at local gyms, car parking and access to our Life Coach during work time. We put on two social events per year and we offer an employer pension scheme and 25 days holiday per year plus bank holidays.

This role will be based with the *Care Solutions / LumiraDx* Team.

Recruitment process

Please read the job and person specifications enclosed with this document. Please also complete the application form and return it with an optional CV to careers@LumiraDx.co.uk by 16 May 2019.

Please note that CVs received without a fully completed application form will not be considered.

Applications from overseas candidates will only be considered if they already have a valid UK work visa.

Applications will be reviewed after the closing date and a short list of candidates will be selected for a first stage interview at our Camborne office.

If selected you will be asked to bring the following original documents (photocopies will not be accepted) to the interview:



- Proof of identity (e.g. a valid passport)
- Eligibility to work in the UK
- Proof of qualifications

Person specification: Technical Customer Support Advisor

Salary:	£20,000-£22,000
Holidays:	25 days plus statutory Bank Holidays per annum
Normal place of work:	Tolvaddon Energy Park, Camborne Cornwall.
Start date:	As soon as practical
Contract:	Full time, Contract (12 Months)
Deadline for application:	16 May 2019

Assessment criteria	Essential	Desirable	How Assessed
Experience	Minimum 1 years' experience in a technical customer service role.	Experience with remote support software, E.G. TeamViewer. Experience in using customer support software/CRM such as Netsuite or Jira Experience in training or teaching	AF/IN
Knowledge	Good understanding of general computer applications (E.G. Microsoft Windows, Office, Internet Explorer.)	IT or customer services related qualification. Understanding of healthcare processes and/or software.	AF/IN
Skills and abilities	Excellent communication skills. Excellent problem solving and troubleshooting skills. Able to analyse tasks and problems logically.		AF/IN
Attributes	Be enthusiastic and proactive. Be able to work under pressure during times of system outages or failure. Able to work under pressure.		REF/In

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The information that you provide on this form will be treated as confidential and will be used only for personnel administration.

Personal Details	
Title (Mr/Mrs/Miss/Ms/Dr):	
First name(s):	
Surname:	
Address:	
Postcode:	
Email address:	
Telephone number (Day/Evening):	
Nationality:	
National Insurance number:	
Work permit required?	
If yes please give VISA type and expiry date	
Do you have a valid Driving licence?	
Do you have the use of a car?	
Earliest available start date:	
How did you hear about this vacancy?	

Education and Training			
From	To	Institution	Qualification

Education and Training			

Professional Qualifications
<p>Please provide details of any membership of professional bodies or associations:</p>

Other Details		
Do you have any financial, business or personal interests that could conflict with the business interests of LumiraDx and LumiraDX Care Solutions UK Ltd?	Yes	No
If yes please provide details:		
Are you related to or a friend of any employee of LumiraDx Care Solutions?	Yes	No
If yes please provide details:		

Please provide details of your employment history with the most recent first. Please include any gaps in employment e.g. periods of unemployment or travelling.

Employment History	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	

Suitability for the Role

Using the job and person specification please tell us why you are the most suitable candidate for the position:



Criminal Convictions		
Date	Offence	Sentence (include suspended)

Financial Information
<p>Have you ever been declared bankrupt or had any CCJs registered against you? Yes / No</p> <p>If yes, please provide full details</p>

References		
Most recent employer or college		
Name:		
Job title:		
Organisation:		
Address:		
Telephone number:		
E-Mail Address:		
May we contact this referee prior to a job offer being made?	Yes	No

References		
Second referee (previous employer or college)		
Name:		
Job title:		
Organisation:		
Address:		
Telephone number:		
E-Mail Address:		
May we contact this referee prior to a job offer being made?	Yes	No

Should you be invited to an interview you will be required to sign and date a printed copy of this completed declaration?

Declaration	
<p>I declare that the information contained in this form is accurate and complete. I understand that any false or misleading statements may result in the refusal or termination of employment by the company and any offer of employment is subject to satisfactory references being obtained.</p> <p>I authorise LumiraDx and LumiraDX Care Solutions UK Ltd to contact my referees.</p>	
Applicants signature:	
Print name:	Date: