



YOUSEQ
DETECT MORE

CUSTOMER SUCCESS ASSOCIATE (MOLECULAR BIOLOGY)

£23k, full time

YouSeq is an exciting biotechnology start-up. We make molecular testing kits that are used in hospitals and labs around the world to help fight COVID19, cancer and many other diseases.

At YouSeq one of our core values is Deliver – with our customers being at the centre of everything we do. Following the rapid growth of the business we are now looking to expand our customer success team. This office based position will involve having excellent communication skills to strengthen existing relationships and build new ones, backed up with a scientific understanding of our product range.

The successful candidate will be motivated, have good organisation skills and an eye for detail. YouSeq is a start-up, and this role comes with all the fun that that brings. Your work life will be varied and will include the following:

- Customer support
- Product management
- Sales admin support
- Working within our CRM system
- Generating business reports
- Liaising with our Operations and technical support teams
- Working within our ISO13485 Quality System

Required:

- Biology A-level or equivalent
- BSc in a biology related discipline or 2-3 years' experience in a relevant customer services role within a biotech industry

Desirable:

- Knowledge of qPCR and/or NGS as a technology
- Experience of working in ISO13485 manufacturing environment

Benefits:

- Casual dress
- Company pension
- Private medical insurance
- Buy and sell annual leave scheme
- On-site parking
- Team away days

If you would like to apply, please forward a covering letter and CV to hr@youseq.com