Client Services Coordinator

This is a dedicated Client Services role in the Laboratories and Collections Department to support the services provided to our external and internal clients utilising our main labs whilst also assisting meeting compliance and other administrative requirements.

Reports to: Laboratory and Collections Manager
Department: Laboratories and Collections
Group: Science
Tenure: Permanent
Location: Gracefield
Direct reports: Nil
Budget: Nil
GNS Band: 2
Date: August 2020

Position priorities and responsibilities

- Preparing quotes and answering client queries
- Liaising with customers regarding sample information
- Invoicing clients and liaising with Finance, monthly reconciliations and statistics
- Responding to client requests for vendor information and registration
- Obtaining permits from MPI and clients for submissions of overseas samples
- Requesting job codes and chasing all paperwork before work can begin
- Booking in samples into the Laboratory Information Management System (LIMS)
- LIMS administrator duties
- Helping to coordinate various compliance activities; e.g. internal audits, personal protective equipment (PPE) checks
- Preparing client analytical report for checking and final report delivery to clients
- Attending and contributing to weekly lab teams’ meetings regarding issues relating to clients
- Assisting in solving LIMS issues with the LIMS vendor and GNS IT Support
- Purchasing of administrative consumables
- Sample packaging and despatch to sub-contract laboratories
- Responsible for documentation and dispatch of sample bottles to clients
- Assisting with the maintenance of sample archive
- Laboratory filing and other general administrative duties
- Undertaking projects for your manager as and when required
Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as GNS Science and its environment evolves.

Key working relationships

Internal:
- Laboratory Team leaders
- Stakeholder Relations
- Finance
- Main Laboratories staff at Gracefield and Avalon
- Scientific staff

External:
- Clients
- Vendors

Person specification

Experience

Essential:
- 5 years client services experience
- Computer, finance, database, and general administrative experience

Desirable:
- Quality management system experience
- Experience in an analytical laboratory

Qualifications

Desirable:
- Earth sciences tertiary qualification

Other requirements

Essential:
- Strong organisational skills and attention to detail.
- Computer literate.
- Solution focussed
- Good oral and written communication skills

Desirable:
- First Aid Certificate
Competencies

The following competencies are expected of all staff:

- **Results Orientation:** The ability and commitment to achieve effective results, and work towards or exceed agreed goals.

- **Business Focus:** The ability and desire to apply appropriate principles and practices to maximise revenue, minimise cost, while meeting our obligations.

- **Relationship Management:** The ability and commitment to develop and maintain effective relationships with groups and individuals.

- **Communication:** The ability to express thoughts and ideas clearly and consistently (orally and in writing).

- **Innovation and Initiative:** The ability and commitment to seek and use better ways of doing things (to improve personal and GNS Science performance).

- **Teamwork:** The ability to establish and maintain effective and cooperative relationships.

- **Professional Integrity:** Act in a manner that conveys high personal and professional standards.

- **Technical Expertise:** The ability to maintain and develop technical expertise.

- **Leadership and Management Skills:** The ability to inspire others to achieve desired results and to develop and enable others to realise their full potential.