

**Practitioner Support
Client Services Department**

This position will be full time to cover maternity leave for a fixed 6 month contract initially, with the possibility of this period being extended.

The following roles will be part of the job:

- Respond to all patient enquiries via email and telephone, including offering generic technical support and placing orders
- Supporting other team members in responding to practitioner enquiries, including basic technical support and other activities requested by senior practitioner support
- Attend seminars/conferences for educational purposes
- Attend Genova Diagnostics seminars and conferences as an employee of Genova Diagnostics Europe with a view to assisting the organiser and networking with practitioners
- Reporting laboratory tests, as requested by the scientific director
- Assist in maintaining website and patient information booklets and specific marketing material directed directly at patient
- Representing Genova Diagnostics at tradeshow and workshops with prior arrangement.
- Registering new and student practitioners on the Genova database.
- Maintaining up to date practitioner records on the Genova database.

Requirements

- Appropriate nutritional qualifications are essential
- 1 year of clinical experience
- The candidate must have the ability to cope with a busy job where accuracy is of prime importance
- Candidates are expected to possess VDU and keyboard skills
- The ability to work to deadlines is required
- Must have good communication skills when dealing with patients. Must have good telephone manner
- The ability to work as part of a team and respond to the requirements of colleagues on a daily basis
- Phlebotomy qualifications or willingness to train are essential.
- As with all Genova Diagnostics staff multi tasking is expected and may include packing up test kits, inputting of invoices and general office administration.
- Salary from £20,000 pro rata - experience dependant.

Please send a CV and covering letter or email for further information to NAbraham@gdx.net