



Job Title:

Company Information: OriGene Technologies (Rockville, MD) is a biotech company commercializing millions of gene-related reagent tools for life science research. Recognized globally as one of the world's largest sources for cDNA clones, recombinant proteins and antibodies, OriGene continues to drive innovation in CRISPR, assay development and in vitro diagnostic field. For more information, please visit our website: www.origene.com

Summary of Position

The Technical Support (TS) scientist is responsible for providing technical and scientific support and resolving customer issues for an array of OriGene's products. The incumbent will interact with external customers daily through phone calls, emails, and online chats in an office setting. Customer inquiries include, but not limited to pre-sale education and post-sale follow-up support. The successful candidate will employ good judgment in delivering high customer satisfaction measured by surveys and NPS (Net Promoter Score)-like calculations. The candidate is also expected to become fully integrated into a dynamic environment supporting existing and newly released products, and will work with a cross-functional team including Sales, Marketing, R&D and Operations. Updating Customer Relationship Management (CRM) daily to provide timely customer feedback to Sales and Marketing is critical for the role. Additionally, involvement in new product development is expected.

Responsibilities and Job Duties

- Provides daily scientific support in response to incoming calls, emails, and chats from customers.
- Resolves customer questions related to order status, order changes, shipping, and billing issues.
- Manages and documents customer support actions in the CRM system.
- Provides quotes to customers for standard catalog SKUs.
- Provides quotes for custom items.
- Educates customers on new products.
- Troubleshoots protocols.
- Troubleshoots methods and experimental design.
- Assists with custom sequences and provides guidance on custom synthesis.
- Additional opportunities exist to publish papers using OriGene's ground breaking technologies.
- Travel is not required; however, options exist to participate in trade shows with our marketing department.

Minimum Qualifications

Education & Experience

- Masters in a scientific discipline with at least three years of commercial experience, or PhD in life sciences.
- Working knowledge and experience with current molecular techniques including cDNA cloning, CRISPR/CAS9, lentiviral transduction, and shRNA/siRNA technologies.
- Working knowledge of antibody research applications (Western, IF, IHC, Flow).

Knowledge, Skills and Abilities

- Ability to quickly learn online software packages such as Netsuite, JIRA, Salesforce.
- An ability to be helpful and collaborative with the Customer Service team and willingness to learn independently is of utmost importance.
- A demonstrated enthusiasm for Customer Service.

Supervisory Responsibilities

None

Preferred Qualifications

- Background in molecular biology with customer service experience is preferred

To apply for this role, please send your CV/Resume along with a cover letter to jobs@origene.com. Please Reference "Technical Support Scientist" in the Subject Line.