Job Title: Technical Support Scientist, Customer Service Department

Job Description: As a Tier II customer service agent, the Technical Support (TS) scientist will handle customer calls, emails, and online chats that require technical assistance in an office setting. The customer inquiries will include pre-sale education and post-sale follow-up support. Daily feedback to sales and marketing through a CRM is critical. Additionally, involvement in new product development is necessary and requires weekly communication with the R&D department.

Utilizing OriGene’s many excellent support policies, the successful agent will employ good judgment in delivering high customer satisfaction measured by surveys and NPS-like calculations. An ability to be helpful within a team is of utmost importance. No travel is required; however, options exist to participate in trade shows with our marketing department. Additional opportunities exist to publish papers using OriGene’s ground breaking technologies.

Exempt status, competitive salary, 401k match, health benefits, life insurance, and holiday pay is offered. Please submit a CV and cover letter to jobs@origene.com using TS2 in the subject line.

Candidate Requirements:
- Masters plus commercial experience, or PhD in the 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)
- Ability to quickly learn online software packages such as Netsuite, JIRA, Salesforce
- A demonstrated enthusiasm for customer service

Company Information: OriGene Technologies (Rockville, MD)
OriGene is a Maryland-based biotech company and a leading provider of gene-related reagent tools for biomedical research. OriGene has commercialized an extensive bank of cDNA clones, recombinant proteins, antibodies and assays and its products has been cited in thousands of publications worldwide.

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