Job Title: Technical Support Scientist, Customer Service Department

Job Description: As a Tier II customer service agent at the Rockville, MD location, the Technical Support (TS) scientist will handle customer calls, emails, and online chats that require technical assistance. 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 antibody 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:

- PhD in the life sciences (will consider Masters plus commercial experience)
- Working knowledge of current molecular techniques including cDNA cloning, CRISPR/CAS9, lentiviral transduction, and shRNA/siRNA technologies
- Working knowledge of antibody research applications (Western, IF, IHC, Flow)
- Excellent written and verbal interpersonal and communication skills
- A demonstrated enthusiasm for customer service and problem solving based upon customer’s needs

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.

9620 Medical Center Drive, Suite 200
Rockville, MD 20850
www.origene.com