



POSITION DESCRIPTION

Name:		Position Title: Customer Relations Representat...	
Department: Molecular Laboratory		Reports To: Customer Relations Representative	
Direct Reports: None		Location: NHQ	
Purpose Statement			
The Customer Relations Representative will act as a liaison, provide product/service information, answer questions, and resolve any merging problems regarding the services offered by the molecular laboratories with accuracy and efficiency.			
Key Result Area:		Duties and Responsibilities:	
Implementation of Customer Relations Strategy	<ul style="list-style-type: none"> • Receive queries and concerns of customers and provide answers, clarifications and/or feedback as appropriate • Handle customer complaints, provide appropriate solutions and alternatives within the time limits as prescribed in the customer retention guidebook • Provide accurate, valid and complete information in line with the customer service guidelines and other reference documents, as necessary • Identify and assess customer needs • Record, document and update customer accounts/portfolios • Build sustainable relationships and trust with customer accounts through open and active communication • Proactively meet the targets and quotas set by the management • Follow communication procedures, guidelines and policies • Maintain up-to-date information on pre-testing, testing and post-testing procedures and projects as well as regulatory rules and ordinances that are related to molecular laboratory operations 		
Booking and Appointments	<ul style="list-style-type: none"> • Handle booking and appointment concerns, as well as rebooking, change location, and refund requests • File incident reports on non-conformities for corrective action 		
Post-testing support	<ul style="list-style-type: none"> • Answer queries on testing status and results follow-up • Communicate with clients prescribed actions after obtaining results • Handle queries regarding various post-testing scenarios • Verify test certificates and record falsification incidents for appropriate action 		
Administrative Functions	<ul style="list-style-type: none"> • Maintain repository of relevant documents to all tasks assigned to the unit • Report outputs to immediate superior 		
Qualifications/Minimum Education: Bachelor's Degree, preferably with at least 1 year of experience in customer relations.			
Personal Qualities:		Work Experience & Skills:	
<ul style="list-style-type: none"> • Excellent communication skills • High level of dedication to tasks assigned • Highly competitive and innovative • Able to work with a team • Keen attention to detail 		<ul style="list-style-type: none"> • At least 1 year of experience in Customer Relations • Proficient in MS Office and G-suite applications • Excellent oral and written communication skills 	
Equipment Used: Computer/laptop, scanner, printer, copier, telephone and fax machine and video/digital camera.		Working Environment: Laboratory and Office Based, <i>Field based</i>	
Key Contacts:			
Core Values: <i>FOCUSED, FAST, FRIENDLY, FLEXIBLE, FORWARD LOOKING</i>			
All staff shall agree to abide by the philosophy and principles of the Philippines Red Cross, in particular the 7 fundamental principles: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality.			

Candidate/Position Holder

Immediate Supervisors Name

Print Name, Signature & Date

Print Name, Signature & Date