

## Job Description

<b>Name:</b>	
<b>Job Title:</b>	Hospital Liaison Officer (Eastern Europe)
<b>Direct line report to:</b>	Laboratory Manager
<b>Location:</b>	37.5 hours - Remote Working with attendance at Park House Milton, Cambridge as required.

### **Job Summary**

You will be tasked with liaising directly between Cambridge Clinical Laboratories and the American Hospital Group, who operate Hospitals, Clinics and Laboratories in Albania and other Eastern Europe countries. Maintaining long term business relationships is a vital part of the role.

### **Main duties and responsibilities**

- Acting as the point of contact between CCL and the customer.
- Assisting the Senior Management Team with translations for terms of sales agreements and helping to negotiate sales.
- Providing the customer with detailed and accurate quotations and cost calculations for CCL product lines.
- Gathering market and customer information to figure out the customer needs.
- Responding to customer queries and trying to resolve any issues encountered.
- Providing the Senior Management Team with customer feedback on product improvements to include in forthcoming product developments and discussing special promotions.
- Liaising with the PR and Communication Team and helping to create local sales and marketing social media and PR content.
- Liaising with the Senior Management Team to keep up to date with the latest market developments and technologies.

### **Qualifications and experience required**

#### Essential

- Right to Work in UK.
- Albanian speaker.
- Excellent interpersonal, communication and organisational skills.
- Good time management, being able work independently and use own initiative.
- Work as a team member to support and assist colleagues.
- Previous experience in healthcare services.

#### Desirable

- A working knowledge laboratory diagnostics.
- Experience selling clinical diagnostics, human genetics, biochemistry, clinical microbiology and or pharmaceuticals.
- Previous experience of working within a healthcare business and familiarity with quality and regulatory standards.

## Job Description

*This job description will be reviewed on an annual basis at the staff appraisal.*

<b>Employee</b>	<b>Signature</b>	<b>Date</b>
<b>Approved by line manager</b>	<b>Signature</b>	<b>Date</b>