

Customer Complaints Officer (100%)

Bio-Rad is an innovative company and thanks to its laboratory diagnostic systems world leader in the field of blood group serology.

Your tasks

- You are the complaints handling process owner and you provide leadership and strategic direction to continuously improve the Quality System in accordance with the Global QA strategy and in compliance with European and FDA requirements.
- You support the products support staff in managing and resolving complex complaints and initiate product quality actions (Hold, Product Quality Notice, Field Safety Notice) when needed.
- You develop and track meaningful metrics to monitor process effectiveness and communicate results and product trends to internal stakeholders.
- You are the quality contact person for authority, notified body and customer audits. You participate to the internal audit program as Internal Auditor and to external audits as Quality Expert, especially for complaints system.
- You assist in the design and deployment of standardized, integrated software for the customer complaints management.
- You support when necessary Quality Management System activities and projects as quality referent for deviations, change control and CAPA or Project Lead.

Your profile

- You have a Master degree in Biology.
- You show at least 5 years of experience in a similar position associated to/with complaint handling, preferably in a Diagnostic environment.
- You have ideally an expertise in Immunohematology and in quality systems.
- You can analyze complex scientific and analytical data for root cause analysis. Experience in Lean or Six Sigma projects is an asset.
- You are either French or German native speaker with good knowledge of the other language and you have excellent knowledge in English.

Our company is involved in the supply of high-quality products and services intended for diagnostic laboratories. Independence, innovation and commitment are the fundamental values that permeate our company culture, as well as a strong orientation towards our customers and a multicultural environment.

If you feel attracted to this unique opportunity and you would like to take on new challenges, we would like to get to know you. Please forward your complete application dossier (application letter, CV, copies of work certificates and diplomas/degrees, etc.) to the address given in the advertisement.

Bio-Rad Laboratories

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