



POSITION DESCRIPTION

Title of Position: Technical Services Representative - Merbein

Reporting to: Business Development Manager, Affinity Labs
Applied Biosciences Manager, Affinity Labs

Overview:

The primary objectives of this role are to:

- Engage with new and existing customers in the region on a regular basis to maintain and build business.
- Coordinate sample collection from customers in the Murray-Darling region and liaise with local couriers for delivery to Adelaide.
- Identify new commercial opportunities for Affinity Labs in the region.
- Prepare and process wine, grape and plant samples in the laboratory.
- Ensure the timely and cost-effective delivery of outcomes to commercial customers.

Qualifications:

A degree or equivalent in a scientific discipline, or other relevant field.

Experience:

Minimum of 3 years industry experience, preferably in a viticultural or agricultural role. Experience in the wine industry is highly desirable.

Principal Accountabilities:

1. Provide high quality customer service and communication to customers and stakeholders in the region.
2. Undertake daily communication with customers, by telephone, email and face-to-face, providing responses to enquiries with respect to available services and identification of customer requirements, and generally developing positive relationships between Affinity Labs and its customers.
3. Investigate, evaluate and initiate new business opportunities in conjunction with the Affinity Labs Business Development Manager.
4. Coordinate sample shipments to Adelaide and manage associated regulations and paperwork for movement of plant material through liaison with local couriers.



5. Manage the daily operations of the laboratory including responsibility for the receipt and submission of new samples for analysis.
6. Responsible for sub-sampling and pre-processing of grape, plant and other agricultural samples prior to transport to the Adelaide laboratory.
7. Responsible for general housekeeping in the Merbein laboratory and all WHS aspects, including equipment maintenance and sample management.
8. Undertake other reasonable duties as directed by the Affinity Labs General Manager, Applied Biosciences Manager or Business Development Manager.
9. Accept that all intellectual property, patents and discovery arising during the course of employment at the AWRI remain the property of the AWRI.
10. Promote the well-being of Affinity Labs and the AWRI by ensuring that all contact with clients, staff or the public is performed in a professional manner.

Person Specification:

1. Excellent communication skills, both verbal and written.
2. Excellent interpersonal skills and engaging manner.
3. Skilled at establishing and maintaining customer relationships.
4. A high degree of initiative, capacity to self-motivate and influence others.
5. Excellent negotiation skills to deal with a range of customers and service providers.

Workplace Health and Safety Responsibilities:

Employees must take reasonable care to protect their own health and safety, and have responsibilities to:

1. Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
2. Obey reasonable instructions that are designed to protect their health, safety and welfare.
3. Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
4. Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
5. Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
6. Report promptly, any hazards, incidents or injuries to their Manager/Team Leader.