



EUROFINS BIOMNIS LIMITED



#JOB-2432849

EUROFINS BIOMNIS IRELAND LIMIT, 34



Three Rock Road, Sandyford Bus Pk, Dublin  
18, D18 A4C0



No of positions : 1



Paid Position



44 hours per week



36000.00 Euro Annually



06/02/2026



06/03/2026

## How to apply

### Application Method :

Not available



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online



## Client Services Representative

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

Eurofins Biomnis Ireland is the leading independent provider of Medical Laboratory Services in the country.

Eurofins Biomnis is part of the Eurofins Scientific Group.

We are recruiting for a:

Client Services Representative

We are currently seeking to recruit a Client Services Representative to join our Client Services Department at the Eurofins Biomnis laboratory in Sandyford, Dublin 18.

Supporting Client Services function with QA and process improvement.

If you are a strong communicator, highly organised, with enthusiasm to see a problem through to the end, and with a passion for delivering first class service to your clients, this might be the role for you.

The Client Services Representative will work in a team who work together to ensure a best in class service is delivered to Eurofins Biomnis customers.

-Use of Laboratory Information Management Systems in place in the laboratory.

-Be aware and compliant with of all the documentation related to your Department to include – Training Records, SOP's, Forms, including reading and acknowledging required documents on QPulse.

-Provide phone and email support for all Client Service requests and ensure best service to our Clients.

-Log all Service Requests on Eurofins Biomnis' CRM software system, ensure the action required is taken to fully resolve the enquiry and close off on CRM.

Role will also require:

- Prior experience in a lab environment
- Experience with LIMS
- Quality background including CAPA, Deviations review
- Technical Writing Skills Creating - developing SOPs and manuals, and ensuring accuracy and compliance
- Applying statistical analysis and Six Sigma methodologies to improve process efficiency and quality

Working Hours: 44 hours p/w

Monday to Friday shifts on a rotational basis.

Availability to work a Saturday shift when required.

#### Qualifications

##### Education

Leaving Certificate (or equivalent)

A recognised computer/secretarial qualification an advantage

##### Experience

Ideally, 2 years' experience in a client service and/or secretarial role within another health care organisation

A knowledge of healthcare/ science an advantage

##### Skills & Abilities

Excellent English language and typing skills

Excellent phone manner and warm, approachable inter-personal and communication skills

Problem solver with strong organizational skills

Highly detail-oriented and deadline driven

Good listener

Attention to detail

Strong communication skills

Good team player

Flexible and can-do attitude, always willing to go the extra mile

Good experience of using MS office software

Knowledge and experience of any Laboratory Information Management and/or CRM system would be a distinct advantage

Eurofins Biomnis is an Equal Opportunities Company

- **Sector:** professional, scientific and technical activities

- Entry Level