



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 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

Career Level

