

Laboratory Manager – NATA Accredited Facility

Full Time
Australia, Victoria
11/09/2017

COMPANY

Our client's NATA accredited laboratories offer their clients a variety of testing and calibration services. The laboratory in Melbourne is seeking a suitably experienced Laboratory Manager, preferably someone with a background in metrology, to manage the laboratory's activities and ongoing compliance with ISO/IEC 17025 requirements.

ROLE

Our client requires a manager with a proven ability to oversee the operation of a commercial laboratory that has the capability to issue results meeting all relevant NATA accreditation criteria. The successful candidate will have excellent interpersonal skills to integrate with an existing team of qualified staff, whose work underpins the technical competency of the laboratory, and to liaise with colleagues in other branches of the company and with customers.

Some of the main duties associated with this role include:

- Providing leadership to the laboratory through direct management of its staff, which will include affording mentorship and guidance necessary to support their ongoing professional development
- Ensuring the quality of the laboratory's calibration and testing activities
- Maintaining the company's revenue from its services as a Calibration Service Provider and then, once fully integrated into the team, support growth of the business with existing customers and new leads
- Liaising with the company's management and colleagues within the laboratory to optimise the operational efficiency of its capabilities, balancing demands of internal and external customers
- Establish and maintain trustworthy and long-lasting customer relations by providing technical assistance
- Lead by example by using and promoting all applicable company policies and procedures with regard to personal conduct and HSE standards
- Provide constructive feedback to your technical team – stimulate and mentor to ensure all members perform to the best of their abilities

SELECTION CRITERIA

To be successful in securing an interview for this position you are requested to address the following criteria within a cover letter to be submitted along with your resume:

- Several years' experience managing a laboratory accredited for compliance with ISO/IEC 17025, preferably a facility recognised by NATA in the field of Calibration
- Tertiary qualifications in an engineering/scientific/technical discipline will be highly regarded but not essential
- Proven track record of operating within a high-throughput environment whilst adhering to all relevant quality system requirements appropriate for meeting the customer's needs
- Familiarity with a variety of techniques that are used to perform temperature metrology
- Competency to interpret and validate results presented within a test or calibration report shall be highly regarded, especially the ability to do so at a level deemed appropriate for a signatory
- Excellent stakeholder management, communication and negotiation skills
- Experience with the timely resolution of technically complex problems that may arise
- Strong analytical, strategic thinking and influencing skills
- Proven track record of maintaining customer relationships
- Excellent communication and interpersonal skills to liaise effectively across all levels of the organization
- Excellent time management skills and the ability to work autonomously and as an integral part of an extended team
- Demonstrated ability to build effective relationships internally and externally
- Excellent written and verbal communication skills
- To be considered you must have permanent working rights in Australia or hold a relevant working visa.

APPLICATION

To apply, please click the "Apply Now" button to send CS Executive Group a copy of your tailored resume **and** a cover letter that addresses the above selection criteria.

Should you wish to have a confidential discussion about this role, please contact us using one of the following telephone numbers:

During office hours—Dial 03 9516 0100 and ask to speak with one of our team of Recruiters

At your convenience—Call or SMS Daniel on 0415 573 220 or Helen on 0438 620 434

THANK YOU

We thank you in advance for taking the time to apply for this role.

Given we receive numerous applications every day, CS Executive Group can only respond to candidates who are being considered for shortlisting. However, should you not receive any follow-up communication from one of our team, please note your contact details and the submitted resume are retained on our 'Talent Pool' database allowing our consideration of you in the future when suitable roles arise.

To view other available roles, please visit our website www.csexecutivegroup.com