

Investigator Services Assistant - Dutch speaking

[Apply Now](#)

Company: Thermo Fisher Scientific

Location: Belgium

Category: other-general

At Thermo Fisher Scientific, you'll discover meaningful work that makes a positive impact on a global scale. Join our colleagues in bringing our Mission to life - enabling our customers to make the world healthier, cleaner and safer. We provide our teams with the resources needed to achieve individual career goals while taking science a step beyond through research, development and delivery of life-changing therapies. With clinical trials conducted in 100+ countries and ongoing development of novel frameworks for clinical research through our PPD clinical research portfolio, our work spans laboratory, digital and decentralized clinical trial services. Your determination to deliver quality and accuracy will improve health outcomes that people and communities depend on – now and in the future.

Our PPD Laboratory Services team has a direct impact on improving patient health through the expertise of scientists, industry thought-leaders and therapeutic experts. As the world leader in serving science, our laboratory professionals bring their commitment to accuracy and quality to deliver groundbreaking innovations.

Discover Impactful Work:

Provides support to investigator sites, monitors, department, business unit or function through communication of information, training sites and documentation of services pertaining to clinical trials. Supports the overall performance, education and training of the sites on a study level to ensure the execution of protocols are completed accurately and on time. Uses the tools provided to answer all questions, takes orders and ensure clean data at the earliest point in time.

A day in the Life:

Acts as the point of contact for sites, ensuring that questions, material orders and request for information are responded and documented in an accurate and timely manner. Ensures that the sites are properly trained in aspects of the protocol (following the study flow sheet) relating to the department. Provides guidance on pre-analytical aspects of the study to ensure smooth flow of data to and from the site.

Triages calls where necessary to appropriate individual/departments and follow through to resolution.

Resolves queries so that efficient and timely sample analysis is undertaken by the laboratory so report turnaround time is met. Continually reviews exceptions to resolve so that the data is cleaned within the agreed timelines.

Notifies the sites and all necessary contacts via telephone/fax of all relevant critical/voice alert values/ study specific requirements.

Places all calls to the sites delivering sponsor alert, voice alert values (VAV) and any other critical values. Answers incoming phone calls, resolves different types of exceptions within assigned timelines.

Monitors and escalates site issues through the appropriate departments/people project management to resolve and report as soon as possible. Ensures that all site issues are communicated and followed up to resolution, primarily to site and monitor. Reviews site performance metrics to educate where needed or to report back to monitor or sponsor. Informs site of the results or reasoning not to proceed.

Follows the specifications and scope of work to evaluate requests for any additional test(s) (test performed in protocol) to be added to a sample. Evaluates the request for out of protocol testing following Scope of work for study. Facilitates requests to the appropriate person.

Coordinates and resolves issues with samples at time of scanning to have the samples in the database and reported as soon as possible.

Keys to Success:

Education

High / Secondary school diploma or equivalent and relevant formal academic / vocational

qualification

Experience

Previous experience that provides the knowledge, skills, and abilities to perform the job (comparable to at least 2 years) or equivalent combination of education, training, & experience.

In some cases an equivalency, consisting of a combination of appropriate education, training and/or directly related experience, will be considered sufficient for an individual to meet the requirements of the role.

Knowledge, Skills, Abilities

Accurate data entry skills with intermediate computer skills including Microsoft Office

Strong analytical, interpersonal and time management skills

Strong client and phone service skills

Basic knowledge of Good Clinical Practices and department principals such as pre-analytical technique

Excellent verbal communications and customer service skills in the English language -additional languages are an advantage

Critical thinking and problem-solving skills to support quality decision making

Good written and oral communication skills

Ability to work in a collaborative team environment

Working Environment

Thermo Fisher Scientific values the health and wellbeing of our employees. We support and encourage individuals to create a healthy and balanced environment where they can thrive.

Below is listed the working environment/requirements for this role:

Able to communicate, receive, and understand information and ideas with diverse groups of people in a comprehensible and reasonable manner.

Able to work upright and stationary for typical working hours.

Ability to use and learn standard office equipment and technology with proficiency.

Able to perform successfully under pressure while prioritizing and handling multiple projects or activities.

May require travel. (Recruiter will provide more details.)

Our Mission is to enable our customers to make the world healthier, cleaner and safer. Watch as our colleagues explain 5 reasons to work with us. As one team of 100,000+ colleagues, we share a common set of values - Integrity, Intensity, Innovation and Involvement - working together to accelerate research, solve complex scientific challenges, drive technological innovation and support patients in need. #StartYourStory with PPD, part of Thermo Fisher Scientific, where diverse experiences, backgrounds and perspectives are valued.

[Apply Now](#)

Cross References and Citations:

- 1. Investigator Services Assistant - Dutch speaking Managerjobsnearme Jobs Belgium Managerjobsnearme ↗**
- 2. Investigator Services Assistant - Dutch speaking Professorjobs Jobs Belgium Professorjobs ↗**
- 3. Investigator Services Assistant - Dutch speaking Oilandgasjobs Jobs Belgium Oilandgasjobs ↗**
- 4. Investigator Services Assistant - Dutch speaking Automationjobs Jobs Belgium Automationjobs ↗**
- 5. Investigator Services Assistant - Dutch speaking Luxuryjobs Jobs Belgium Luxuryjobs ↗**
- 6. Investigator Services Assistant - Dutch speaking Beijingjobs Jobs Belgium Beijingjobs ↗**
- 7. Investigator Services Assistant - Dutch speaking Sapjobs Jobs Belgium Sapjobs ↗**
- 8. Investigator Services Assistant - Dutch speaking Personaltrainerjobs Jobs Belgium**

Personaltrainerjobs ↗

9. Investigator Services Assistant - Dutch speaking PortugaljobsJobs Belgium

Portugaljobs ↗

10. Investigator Services Assistant - Dutch speaking Gigajob Jobs Belgium Gigajob ↗

11. Investigator Services Assistant - Dutch speaking MaintenancejobsJobs Belgium

Maintenancejobs ↗

12. Investigator Services Assistant - Dutch speaking Viennajobs Jobs Belgium

Viennajobs ↗

13. Investigator Services Assistant - Dutch speaking Taiwanjobs Jobs Belgium

Taiwanjobs ↗

14. Investigator Services Assistant - Dutch speaking Fashionjobsnearme Jobs Belgium

Fashionjobsnearme ↗

15. Investigator Services Assistant - Dutch speaking Openairmedia Jobs Belgium

Openairmedia ↗

16. Investigator Services Assistant - Dutch speaking CraftsjobsJobs Belgium

Craftsjobs ↗

17. Investigator Services Assistant - Dutch speaking Mexicojobs Jobs Belgium

Mexicojobs ↗

18. Investigator Services Assistant - Dutch speaking Entryleveljobs Jobs Belgium

Entryleveljobs ↗

19. Investigator services assistant - dutch speaking Jobs Belgium ↗

20. AMP Version of Investigator services assistant - dutch speaking ↗

21. Investigator services assistant - dutch speaking Belgium Jobs ↗

22. Investigator services assistant - dutch speaking JobsBelgium ↗

23. Investigator services assistant - dutch speaking Job Search ↗

24. Investigator services assistant - dutch speaking Search ↗

25. Investigator services assistant - dutch speaking Find Jobs ↗

Source: <https://be.expertini.com/jobs/job/investigator-services-assistant-dutch-speaking-belgium-thermo-fisher-scient-5c513a6a60/>

Generated on: 2024-05-03 by Expertini.Com

