



VACANCY

Division: Biosil/Nagor	Location: Cumbernauld
Job Title: QA Vigilance Technician	Department: Quality
Working Hours: Monday to Friday (40 hours)	Contract: Permanent

Responsible to: QA Compliance Officer

Purpose of Job (Summary).

To document the receipt of complaints, to assess their reportability and investigate root cause of the deficiency.

Key Responsibilities

- To ensure the documentation of the receipt, evaluation and investigation of customer complaints and warranty claims in an accurate and timely manner.
- To assess the need for and to report incidents to the relevant Regulatory Authorities within the appropriate timescales
- To communicate with patients and representatives of the medical profession in a courteous, professional and timely manner
- Accurately and timeously complete quality records and associated documentation pertaining to reported complaints.
- To liaise with customers and staff to acquire the relevant information and product associated with complaint or warranty claims.
- Using evidence gathered to establish root cause; evaluate reporting requirements and ensure appropriate timeous submission of Vigilance Reports to Regulatory Authorities
- To prepare trend analysis data for review by management.
- To undertake any other reasonable duties

Measurement/KPIs

- On-time reporting of vigilance reports.
- Closure of complaints in a timely manner

Qualifications/Experience

- Good organisational skills
- Attention to detail
- Good experience of Microsoft packages – specifically Microsoft word and Excel.
- Good communication skills
- Experience of Q Pulse would be an advantage

Application Information

Please send your CV to HR@gcaesthetics.com if this position is of interest to you. All applications must be submitted before 12pm on Friday, 30th November 2018.