

Laboratory Technician – Application and Complaint Management (m/f/d) – Tulln

In this job every day is different! You satisfy our customers by finding solutions for specific requests. Thereby results have to be critically questioned and adjustments have to be worked out! Complaint management and training for colleagues will be on your daily agenda.

At dsm-firmenich people are at the heart of the company. We are committed to equal employment opportunities and value diversity in the workplace.

Your key responsibilities

- Handling of complaints and appropriate documentation in database
- Finding technical solutions for customer-specific product inquiries
- Facilitating of trainings for new colleagues, customers and distributors
- Organizing check sample surveys (CSS)
- Close collaboration with the sales team

We bring

- A rich history and a promising future of bold scientific innovation and passionate creation with our customers
- A space to grow by encouraging and supporting curiosity and an open mindset
- The opportunity to work for a company where sustainability is much more than a claim and is core to our strategy and purpose;
- A firm belief that working together with our customers is the key to achieving great things;
- Attractive benefits such as optional Klimaticket for whole Austria (after 6 months of employment), supported canteen, company sports programs, accident insurance for work and private incidents, fresh fruit and free drinks, etc.
- We offer you an income based on your qualifications and market conditions, with a minimum annual gross salary of € 31.500.
- Your place of work: Tulln
- Type of employment: Full time, 38,5 hours / week



You bring

- Scientific education in natural sciences, like food and biotechnology, chemistry, molecular biology, microbiology, or a related field
- Practical experience in a laboratory
- Strong communication skills and ability to work in a team
- Problem solving expertise and customer orientation
- Fluent in written and oral English, German would be a plus

Our application process

Interested in this role? Then please apply online via our career portal.

The process is basically based on the dsm-firmenich application procedure, which is described on the dsm-firmenich career website. For data protection reasons, we can only accept and process applications via our career portal.

For further information, please contact Vanessa Kolm, P&O Assistant, vanessa.kolm@dsm.com.

Equal opportunities commitment

dsm-firmenich is fully dedicated to inclusion because when people feel engaged and empowered, their creativity and innovation drives unprecedented progress. We aim to build a workplace where opportunity really is equal, so everyone can thrive. We do not discriminate: there's a place for everyone at dsm-firmenich.

dsm-firmenich is an Equal Opportunity and Affirmative Action Employer. dsm-firmenich people are as diverse as our customers. For us that includes a commitment to ensuring equal employment opportunities for all job applicants and employees. Employment decisions are based upon job-related reasons regardless of an applicant's race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, marital status, genetic information, protected veteran status, or any other status protected by law.

We are committed to providing reasonable support for disabled applicants in our recruiting process. Should you need assistance, and are comfortable to share this, please let us know.

About Romer Labs / dsm-firmenich

dsm-firmenich is the home of ROMER LABS. By offering diagnostic solutions and a broad range of innovative test kits for detecting food allergens & pathogens, mycotoxins and more, Romer Labs strengthens the dsm-firmenich portfolio in feed and food safety.

About dsm-firmenich

As innovators in nutrition, health, and beauty, dsm-firmenich reinvents, manufactures, and combines vital nutrients, flavors, and fragrances for the world's growing population to thrive. With our comprehensive range of solutions, with natural and renewable ingredients and renowned science and technology capabilities, we work to create what is essential for life, desirable for consumers, and more sustainable for the planet. dsm-firmenich is a Swiss-Dutch company, listed on the Euronext Amsterdam, with operations in almost 60 countries and revenues of more than €12 billion. With a diverse, worldwide team of nearly 30,000 employees, we bring progress to life™ every day, everywhere, for billions of people.