



# Kit Building Administrator

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## PROFILE

Bachelor's degree or equivalent by experience

Minimum 2 years of order entry and customer service experience

## WHO WE ARE

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Cerba Research provides the highest quality specialized laboratory and diagnostic solutions while leveraging patient data and scientific insight to shape and advance clinical trials. With our global footprint and access to leading regional labs, data, patients, technology, and partnered resources, we support global biotech, pharma, and IVD organizations to improve the lives of patients around the world.

From the translation of preclinical to clinical, through commercialization, our expert scientists collaborate with you to optimize your therapeutic development and obtain critical insights earlier. We help accelerate your therapies through the development of highly specialized custom assays, deep biomarker expertise, and a passion for scientific innovation across complex therapeutic areas. Our global network of leading, specialty laboratories ensures you have access to quality data and can reach your patients. Together, we'll improve patients' lives around the globe.

## WHO YOU ARE

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The Kit Building Administrator is responsible for the tasks related to entering and executing customer sales orders. This includes sales order entry, paperwork management, preparing shipping documents and customer service.

## RESPONSIBILITIES

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The tasks include, but are not limited to, the following:

- Order Entry & Processing
  - Ensure that all incoming orders for supplies and dry ice are registered and processed according to the applicable SOPs.
  - Ensure that all required investigator manuals, instruction leaflets, requisition forms and other trial specific related documents are prepared and made ready for shipment
  - Prepare shipment / logistics paperwork for both domestic and international shipments
  - Notify supervision of any major problem with a received order or any technical issue that may jeopardize customer satisfaction.

- Customer service
  - Respond to inquiries from both internal and external customers requiring order status, tracking information, and any other order related questions
- Reporting and filing
  - Keep records of all trial related documents according to the SOPs
- Quality assurance
  - Ensure optimal quality of all processed orders by following the applicable SOPs
- Inventory management
  - Ensure that a sufficient stock of all paper goods is maintained for the printing of all trial specific related documents
- Certification required
  - IATA Biological Substance training to be provided on the job

#### REQUIREMENTS

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- Bachelor's degree or equivalent by experience
- Detail oriented
- Minimum 2 years of order entry and customer service experience
- Experience with logistics and shipping paperwork creation preferred
- Medical industry experience preferred – pharma, lab, hospital. Clinical trial experience a plus.
- Knowledge of IATA regulation is considered a plus
- Fluent in office applications

#### CONTACT

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