

A **PEAK**  gas generation brand

PEAK



“ The
innovation
and **skills** of
our people
drive our
global
success.”

Graduate **Customer Experience Specialist**

Welcome to

PEAK
SCIENTIFIC



Welcome to **Peak**

Hello and welcome! I am Robin MacGeachy, Chairman and Founder of Peak Scientific. I would like to start by thanking you for your interest in Peak.

Peak Scientific is a fast-growing global company specialising in laboratory gas solutions for analytical labs. Peak has come a long way but thanks to the exceptional talent and commitment of our people, we are now market leaders in gas generator technology.

Our story has very humble beginnings. We started in a leaking shed in Linwood, just outside Glasgow in 1992. From then on, myself, together with a small team, first established Peak Scientific in 1997 as a manufacturer of gas generators. Now, close to where we began, headquartered in Inchinnan, Peak Scientific is the global market leader of on-demand gas generators with offices in over 20 countries and over 500 team members.

A stylized, handwritten signature in black ink, likely reading 'Robin MacGeachy'.

Robin MacGeachy Founder & Chairman



About Peak Scientific

With over 20 years' worth of experience in innovating gas generator technology, Peak Scientific is the world leader in the manufacture and support of laboratory grade gas generators, providing highly reliable and robust solutions, mainly for LC-MS (Liquid Chromatography – Mass Spectrometry) and GC (Gas Chromatography) applications. All of our gas generator products are manufactured at our HQ here in Scotland where we also house our high-tech Research & Design facility.

At the core of everything we do is providing our customers with unrivalled peace of mind with our high-quality gas generator solutions, tailored to the specific laboratory demands of each and every customer.

Our Values

Our values are structured around our people, our customers and our service. The work atmosphere we create is fun, friendly and informal, but we never lose sight of our priority which is always on delivering successful outcomes for our customers. These company values are what inform and protect our unique culture, which in turn shapes our brand and capabilities to deliver exceptional product design.

Respect the individual. Customers, suppliers and colleagues

Freedom with responsibility.

Restless. Constantly striving for improvement.

Fun and Passion. Pride and enjoyment in what we do.

Our People

We are a family-owned business and just like in any other family, our people hold a special place at the heart of Peak. The dedication and enthusiasm of our employees is at the center of who we are. We invest in a culture built on collaboration which fuels our growth year after year. A commitment to on-going training and continual improvement is how we do this, with lots of fun and passion along the way! We look forward to having more outstanding talent onboard!



Customer Experience at Peak

The main objective of the role is to improve customer experience and customer loyalty with the goal of increased repeat business and recurring sales revenues. As part of your role you will engage with the customers from the initial generator sale touchpoint, through to delivery and installation and will conduct outbound calls at period points to check satisfaction. From there you will be able to confidently hand the customer over to their next touchpoint, the regional After Market Sales team for the service sale. As a member of the team you will also conduct customer satisfaction calls following any generator breakdown or call-out for existing service contract customers, working with and supporting regional service delivery teams. The secondary function is to be the single point of contact for inbound customer inquiries, issues or complaints, working with the local teams to ensure a swift and satisfactory resolution is provided to the customer.

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About the Role

Ultimately, this role is about working within a team to improve customer experience and loyalty with the goal of increased repeat business and recurring sales revenues. You will be involved in regularly making outbound contact at scheduled intervals to cultivate customer relationships with Peak and survey on satisfaction levels and supporting and communicating with other internal departments as required to ensure seamless customer experience from order to first service while adhering to best practice. You'll also get involved in qualifying and nurturing new generator customers to create new service sales opportunities and handle all inbound customer issues, complaints or escalations.

What are we looking for?

You'll be a confident 'people person' who can effectively communicate with people at all levels, engage with customers in a professional manner and demonstrate a familiarity with technology, ultimately to drive the business forward. This is genuinely a unique and exciting opportunity to be part of an evolving team as part of our Global and growing business.

Essential Skills & Qualifications

- Degree in Business or Marketing preferred
- Great phone presence and people skills; ability to stay calm and collected under pressure
- Natural passion for customer service excellence and understanding of how this leads to repeat business and customer loyalty
- Excellent negotiation skills with the ability to engage with people at all levels
- Willing to learn and be involved in all aspects of the global business, ability to "go with the flow", desire to grow with the company and not remain static





*Your local **gas generation** partner*

We wish you all the best with your application process and **future career!**

Contact us

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Email: recruitment@peakscientific.com