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# Example of Product Associate Job Description

Our company is growing rapidly and is hiring for a product associate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for product associate

* Thoroughly investigate all Product Complaints for NPS clinical trials and commercial product ensuring applicable time lines are met
* Manage the handling of Clinical Complaints from Clinical Sites through routine oversight and communication and on-going training of new sites as needed
* Manage the return of Complaint Product to the test labs for further investigation and analysis
* Create trending and metrics reports for Management as required by procedures
* Provide upon request special analysis and reports of trend data to meet departmental needs
* Ensure complete and compliant files and databases for Product Complaints and maintain the Complaint SOP
* Drive the Investigation process for QA with emphasis on compliance to SOPs and applicable Regulatory reporting requirements
* Interact with the Complaints Team
* Act as the main contact for CMOs and clinical sites relating to the timely and accurate receipt, investigation and approval
* Create Complaint trending and metrics reports as required by NPS procedures

## Qualifications for product associate

* Excellent verbal and written communication skills (verbal and written)
* Associate's or Bachelor's Degree in the sciences or related field
* Proficient English Level both written and oral
* Confident working in an agile environment
* Experience in writing clear and succinct user stories and acceptance criteria
* Confident in adjusting scope to meet business deadlines