

Job Opportunity Notice

Job Title:	Northern California and Northwest Key Account Manager	Posting Date:	7/01/2021
Work Location:	San Francisco Bay Area		
Department:	Sales		
Reports to:	VP, Americas Sales	FLSA Status:	Exempt

Summary:

This is an exciting opportunity to join a fast growing, innovative and customer focused company. Advanced Instruments is the leading supplier of osmometers, which are utilized throughout the entire bioprocessing continuum from early process development to commercial GMP manufacturing of biotherapeutic drugs.

The Northern California and Northwest Key Account Manager will be responsible for further solidifying our strong position in key biopharma accounts in Northern California and the Pacific Northwest, as well as developing a sales strategy to penetrate the rapidly growing cell and gene therapy accounts.

The Key Account Manager is responsible for selling the Advanced Instruments (AI) product line within the defined territory. This includes all products, control reagents, and service contracts. The primary objective of this role is to ensure that their sales objectives are met or exceeded within acceptable profit goals. The Key Account Manager will also work directly with existing & new customers to identify their needs, understand their application methodology and apply this knowledge to offer an AI solution. They will be expected to build a strong partnership with product management and marketing business units, in addition to building high-level relationships with key customers to enable key account expansion and rapid new product introduction into existing and new accounts.

The successful candidate will possess strong organizational and time management skills. They will be self-motivated, energetic, charismatic, adaptable to change and have a willingness to learn. They will also have a high level of commitment and initiative, a desire to make a difference and be a proven team player.

Essential Functions:

1. Responsible for all aspects of the sale including lead qualification, virtual and on-site product demonstrations, quotations, negotiations, and post-sale follow up.
2. Achieves sales plan.
3. Initiate outbound calling plan to generate product interest.
4. Maintains a high level of consultative sales skills, product and application methodology knowledge with associated features and benefits required to convert customer needs to sales.
5. Develops and maintains effective time and account management practices.
6. Maintains accurate and timely data in the CRM.
7. Responsible for providing regular and accurate forecast information for the territory in the CRM.
8. Participates in or supports local, regional and national shows as requested.
9. Builds relationships with procurement departments to streamline the approval processes.
10. Develops key internal relationship with Marketing to ensure collaboration and alignment for effective selling strategies.
11. Responds to problems or complaints that arise in accounts, either by personal action or by securing the assistance and support from others in the organization; works as a liaison for reporting customer complaints.
12. Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales opportunities.
13. Completes all reports and customer information effectively and consistently as deemed necessary by the company.
14. Gives feedback to management regarding new potential applications or competition in the marketplace.
15. Ability to travel, sometimes on short notice.
16. Maintain product knowledge, competitive awareness and a customer driven focus.
17. Contribute to a professional sales atmosphere through positive interaction with sales staff, internal departments, and customers.

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Experience Requirements:

1. Minimum 5 years direct sales experience in capital equipment in the Life Science market.
2. Consultative sales experience is mandatory.
3. Broad industry knowledge with biotech accounts.
4. Bioprocessing knowledge is required.
5. Previous Key Account Management Strategy.
6. Well-developed PC/MAC skills including: MS Windows, MS Excel, Word, and PowerPoint, as well as experience with a CRM
7. Possess a valid driver's license and ability to travel, at time on short notice.
8. Ability to manage and develop sales territories while also managing costs and risks.
9. Ability to effectively communicate (orally and written) both technical and non-technical topics.
10. Strong presentation skills demonstrated before customer, peers, and senior management.
11. Ability to recognize and manage potential problem areas and resolve them with integrity.

Education Requirements:

1. Degree in Sciences, preferably Life Sciences, or equivalent combination of education and experience.

Physical Requirements and Working Conditions:

1. Typical office environment.
2. Must be able to use basic office equipment: computer, standard MS Office applications, printer, copier, phone, etc.
3. Must be able to remain stationary for long periods of time.
4. Must be able to travel up to 50% of the time. Travel will be primarily within the Northwestern United States.

Application Process:

Interested candidates should send their resume to:

Advanced Instruments, LLC
2 Technology Way
Norwood, MA 02062
jobs@aicompanies.com

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.