



LEV Associates Group, LLC

Account Manager (m/f/d) *

Company Information

Our client is a 12-year-old biotech company employing 35 employees with its corporate headquarter in Dresden, Germany, and a US subsidiary in Cambridge, MA.

The company is an innovative lipidomics provider and delivers lipid analysis services for drug development of pharma/biotech companies, product development of cosmetics and food industry, as well as for academic researchers. Their mass spectrometry-based technology offers identification and quantification of over 4200 different lipid species. It is a spin-off company from the world-renowned Max-Planck-Institute of Molecular Cell Biology and Genetics in Germany.

Our client operates globally with scientists and researchers from Asia, Europe, North America, and South America relying on their analyses.

Its international team of molecular biologists, biostatisticians, physicians, biochemists, mass spectrometry specialists and bioinformatics experts has set itself the task of contributing to a better understanding of life and health with the help of detailed access to lipid data.

The vision of our client is lipidomics for a better life.

The Position

Description

Our client is looking to fill the position of **Account Manager** for its Cambridge, MA office, who can drive sales activities so the company can meet its ambitious growth targets in the US market.

The ideal candidate likes working with the latest Life Sciences Research and Technology as well as new therapeutic approaches in academia and industry.

Given the global nature of the business and the age of the company, the candidate must possess an entrepreneurial mind-set, be a self-starter, and can work with limited supervision.



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The role grants constant and direct contact with senior level positions within its organization as well as its customers' organizations.

Are you a driven communicator and natural networker who thrives in remote, independent work environments? Then we could be a perfect match.

Tasks and Responsibilities

- Responsible for new customer acquisition, customer care and relationship building with existing customers
- Primary contact for customers along the whole customer journey and coordination with other teams to discuss and realize customer projects
- Perform sales negotiations (e.g., quote, price, contracts)
- Responsibility of customer care and customer development for existing academia and industry customers as well as development of sustainable and successful business relationships
- After-sales activities for academia and industry customers
- Plan, execute and follow-up (virtual) sales events as well as represent the company at trade-fairs, scientific conferences, customer-directed activities and marketing events
- Analyze marketing and sales KPIs as well as market trends to identify emerging areas of focus and opportunity for improving sales productivity
- Monitor marketing and sales KPIs related to own sales responsibilities and reporting to line manager
- Develop and drive the company's KOL relationships
- Implement marketing campaigns in cooperation with company's Marketing team
- Documentation of all sales activities in CRM
- Support with shipment of customer samples
- Scientific and technical support to customer questions in various communication channels (email, phone, meetings)
- Provide competitor analysis



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- Organization and participation in in-person customer and/or KOL-meetings, roadshows, other business development events
- Work in an interdisciplinary environment in close cooperation with company's analytical and marketing teams
- Contribute to the company's strategic planning by providing feedback (derived from customer interaction) about interests and requests of current & potential clients

Reporting

- CEO
- Head of Sales

Location

- The office is located at Kendall Sq in Cambridge, MA

Candidate Profile

Technical Skills

- MSc Biology, Biotechnology, or equivalent; PhD is desired, but not mandatory
- Previous work experience in biotech, pharma and/or academic research
- Experience in sales and/or customer support functions would be advantageous

Soft Skills

- Excellent Communication skills: ability to build good professional relationships with highly technical scientists and lab managers and ability to identify customer needs in different stages of customer journey
- Creative, adaptable, capable of self-motivation and independence



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- Customer oriented and customer facing attitude: the ability to build relationships based on trust, expertise and long-term commitment
- Self-starter with an entrepreneurial mind-set with a mentality to pursue targets
- Excellent Presentation skills
- Ability to work in a team
- Ability to structure and prioritize work loads
- Optimistic and persistent
- Flexible, resilient, and reliable
- Willingness to travel domestically and internationally
- Thinking and working across divisions
- Ability to work productively hybrid and in a remote office, i.e. high level of self-motivation and discipline to stay focused without direct supervision, keep digital workplace organized, proactive communication and emotional intelligence/resilience.
- Personal commitment and ability to work under pressure

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The LEV Associates Group, LLC is a Boston based consulting practice providing international companies with access to the US-Life Sciences market.

If you are interested in this position, please email your CV to: mike@levassociates.com

* This job description applies equally to male, female, and diverse candidates, regardless of the wording used in the text.