

Akron Biotechnology, LLC - Technical Account & Project Manager, Sales

Responsible for:

- Communicating effectively, efficiently and professionally with prospective and existing customers to facilitate preliminary technical, budgetary, and delivery discussions regarding products, services, and resultant projects.
- Building strong customer relationships with recurring business and expanding their product adoption.
- Organizing and creating product quotations, RFP responses and project proposals including assistance in assessing pricing, margins, and timelines as well as ensuring customer's technical requirements/specifications are met and outlined accurately.
- Coordinating initial meetings with internal teams to consult project details and estimated cost.
- Acting as the point of contact (internally at Akron & externally to the client) to provide updates on project progress and coordinate initial and/or weekly customer meetings with the client once project is awarded
- Coordinating and collaborating with internal teams to provide information, allocate resources, and supplies.
- Tracking project progress including timelines and hours worked on each project and upon completion of the project, review hours worked, and cost tracked by other departments.
- Actively pursuing and achieving sales goals, accurately forecasting opportunities and updating management
- Staffing booth at conferences and traveling for client visits as required.

General Description

- Follow up on relevant inquiries and sample initiation in assigned territory for key focus accounts, volume pricing and/or custom project opportunities with the purpose of gaining enough knowledge to present a quotation or proposal
- For volume pricing inquiries, research competitive market pricing and internal margins
- For RFP or custom project inquiries, assist with the coordination of any necessary initial understanding meetings by providing information to internal teams/departments and defining with clients the project requirements, scope, and objectives
- During initial client meetings/WebEx calls, assist in communicating Akron's capabilities and products, understanding the current status of the potential product/custom project, and conveying technical requirements that may need to be completed should Akron be awarded the project
- Create draft quotations and proposals for review and approval by Sales Director
- Once project is awarded, act as the point of contact (internally at Akron & externally to the client) to provide updates on project progress, create/send agendas and minutes for meetings/calls and ensure that clients' needs are met as listed in the project scope of the signed proposal
- Lead and organize product or project internal stakeholder meetings with follow up on important actions and decisions for orders and custom projects
- Coordinate and collaborate with internal teams to allocate resources, supplies, and provide documentation as defined in the quotes/proposals or requested by the client
- Track project progress including timelines and hours worked on each project and upon completion of the project, and review work hours and cost tracked by other departments to assess profit margins/revenue and find opportunities for improvement
- Further develop new business/projects and grow existing business by reaching out by phone and/or email to potential and current customers for order follow ups, WebEx calls, meetings, and site visits
- Staff booth at conferences, arrange client meetings and assist in lead procurement
- Participate in weekly and as needed calls with Sales Director to review activities and plan strategy
- Update CRM database bi-weekly with client communications, opportunity forecast changes and any new contact info
- Network and interface with internal colleagues to share information and best practices. Report or suggest changes for efficiency improvements.
- Provide forecast updates and participate actively in achieving sales goals, profit margins, and market share targets established by Sales Director and Akron management

Work Experience Requirements

- Minimum 2-3 years of experience in sales, customer service, business, or management of a team in life science, biotech, or research industry/environment

- High level of self-management with ability to work independently and offer creative solutions
- Works effectively in a team-based organization: collaborates cross functionally, seeks broad input, builds alignment around key objectives, exercises influence and supports decision making
- Experience overseeing and monitoring the performance of outsourced providers
- Knowledge of proposals, contracts, terms and conditions, and related documents
- Attention to detail with the ability to prioritize effectively and work efficiently in meeting deadlines
- Excellent verbal, written and oral communication skills, employs frequent and effective follow-up
- Quality listener with strong consultative and project management skills
- Competency in Microsoft applications including Office (Word, Excel, PowerPoint and Project)
- Ability to travel to conferences and client visits as required (10%)

Education Requirements

Bachelors of Science in Biotechnology, Chemistry, or science-related field preferred.

Location: Akron's Corporate Offices – Boca Raton, Florida

Salary: \$35,000 - \$45,000