



Account Manager

Req ID #: 2605

Location: Field

For over 40 years, HemaCare, a Charles River company, has worked to making a positive impact on the world by providing the highest quality cellular material and services to biotech and pharmaceutical companies and research organizations that are performing innovative research and developing novel cell-based therapies.

We recognize that our success depends on the vision and passion of our employees; that is why we are devoted to making HemaCare a rewarding and valuable place to work. We believe in making a difference, and at HemaCare, you will make a difference every day.

JOB SUMMARY: Develops strong relationships with customers, connecting with key business partners to drive sales growth and improve profitability. Answer general client queries and identify new business opportunities among existing customers as well as actively prospecting for new business customers within a set territory not currently managed by any Business Development Executives (BDEs). Collaborate with our BDEs, Associate Sales Directors, and cross-functional departments to improve customer product satisfaction and company goals. Assist with quoting and follow-up for clients using brokerage sites like Scientist.com or ScienceExchange.

Responsibilities:

- Manages all customer inquiries & sales process for RUO products including quoting, generating order forms, and post sales follow-up for the following States within the USA; ME, NH, VT, MI, IN, KY, WS, MN, IL, IA, MI, ND, SD, NE, CO, KS, OK
- Works with Sales Administrator to manage bulk lead follow-up from Webinar registrants, attendee lists from conferences, C/D leads from marketing activities and qualifies leads for BDE follow-up
- Supports BDEs with some maintenance of accounts & opportunities with possible dedicated account/ opportunity focus as determined by Global Sales Director & Associate Sales Directors (changes to occur throughout the year)
- Assist with management of Scientist.com/Assay Depot, Science Exchange & other sales brokerage platform requests for the region
 - Escalate to BDE if support is needed in quote/SOW preparation

Supervisory Responsibilities_This position has no direct supervisory responsibility

Requirements:

- Solid understanding of business, financials, products/services, the market, and the needs of assigned accounts
- Collaborates with Commercial team and leadership. Has direct contact with clients and decision makers; participates in team sales for major accounts



- Ability to drive new business through active prospecting as well as increase penetration in existing accounts.
- Discretion in HIPPA information, confidential and sensitive matters
- Highly motivated, self-starter with excellent oral and written communication skills
- Strong organizational skills and the ability to multi-task
- Proficient in analyzing and solving problems related to projects
- Excellent Customer Service and Focus (internal and external customers)
- Able to reprioritize and adapt to change with ease
- Ability to be proactive and independent, as well as strong ability to give attention to details
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Education, Experience and Licensure

- Bachelor's degree preferred, Degree in STEM field highly preferred
- Equivalent experience from which comparable knowledge and job skills can be obtained may be considered
- Prior Life Science, Biotechnology, or immunotherapy industry preferred
- Knowledge of cell culture, cell lines, primary cells, transfection, cell culture media and/or reagents preferred
- 1-2 years prior sales experience required
- Familiarity with SalesForce or CRM systems preferred
- Sales team support, customer service, technical service experience preferred

About HemaCare

HemaCare, a Charles River company, is a global leader and trusted brand in the customization of human-derived biological products and services for biomedical research, drug discovery, and cell and gene therapy development. HemaCare's vertically integrated solutions support preclinical research, clinical studies from phases 1 to 3, and commercialization with high-quality RUO and GMP-compliant starting material and apheresis collections.

In January 2020, HemaCare was acquired by Charles River Laboratories, an early-stage contract research organization (CRO). Combined with Charles River's integrated, early-stage portfolio of discovery, safety assessment, and manufacturing support services, the acquisition creates a unique, comprehensive solution for researchers and cell therapy developers and manufacturers worldwide to help accelerate their critical programs from basic research and proof-of-concept to regulatory approval and commercialization. Utilizing this broad portfolio of products and services enables our clients to create a more flexible drug development model, which reduces their costs and enhances their productivity and effectiveness to increase speed to market. We work closely with our clients throughout the clinical process to maximize success and drive positive clinical outcomes.

Together, with over 17,000 employees within 80 facilities in 23 countries around the globe, we are strategically positioned to coordinate worldwide resources and apply multidisciplinary perspectives in resolving our client's unique challenges. Our client base includes global pharmaceutical and



biotechnology companies, government agencies, and hospitals and academic institutions around the world.

At HemaCare, we are passionate about our role in improving the quality of people's lives. We have proudly supported the development of 100% of the current commercially available FDA-approved immunocellular therapies. Our mission is to provide a best-in-class portfolio of high quality, customizable human cellular material and services to support drug discovery, scientific research, and cell therapy. This resonates from our employees and impacts our customers because we know that every day is an opportunity to advance discoveries and make a difference in someone's life.

For more information, please visit www.hemacare.com.

Equal Employment Opportunity

HemaCare, a Charles River Laboratories Company, is an Equal Opportunity Employer M/F/Disabled/Vet

Posting Date: 07/15/2020