

JOB SUMMARY: The Reagents Account Manager (RAM) is responsible for selling reagents and/or associated company products to academic, clinical research, and bio-pharma laboratories in their assigned territory.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform essential duties and responsibilities satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for achieving sales and financial objectives of the assigned territory.
- Provides reagent sales oversight in their territory and technical sales expertise for Cytex's portfolio of flow cytometry reagents with an emphasis in full spectrum flow cytometry.
- Represents the company actively participating in state, regional or national sales meetings, trade shows, industry events, etc.
- Will identify and influence prospects and customers to make beneficial/optimal decisions when purchasing full spectrum flow cytometry reagents.
- Develop and manage key relationships with new and existing customers at multiple organizational levels.
- Partners with instrument sales reps and technical application specialists to build business plans for all territory accounts.
- Will promote the reagent portfolio, and working strategically with partners in instrument sales, applications, service, and distribution sales representatives.
- Responsible for accurate tracking and monitoring regional activities in CRM (Salesforce)
- Will represent the company for technical sales, pre & post-sales support, marketing and technical feedback, and customer satisfaction relative to sales activities.
- Perform post-sale follow-up calls or visits to ensure customer satisfaction
- Acts as a liaison between Field Service, R&D and other internal departments to address customer needs.
- Maintain and raise awareness of the competitive landscape, provide customer feedback and introduce new product ideas to internal partners.
- Will provide monthly and quarterly forecasts for sales targets, and other requested reports
- Accurately reads, analyzes, and interprets sales-related documents such as purchase agreements, financial reports, technical procedures, company or government regulations.
- May assist in developing territory business plans

REQUIREMENTS & QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- BA/BS in Life Sciences, Biological Science, Engineering, Business, or related discipline.

- 2-4+ years outside sales experience in biotech. Reagent sales experience preferred.
- 2+ years flow cytometry knowledge or experience. Hands-on flow cytometry experience strongly preferred.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods sitting at a desk and working on a computer.
- Able to travel on commercial airlines, train, rental car to call upon potential/existing customers.
- Must be able to lift up to 25lbs without harm
- Ability to travel 50-75 %.

ADDITIONAL SKILLS AND COMPETENCIES:

- Demonstrate ability to work well as a team member across and organization dedicated to solution selling.
- Self-motivated to succeed and have a mastery of the complex sales process.
- Computer and MS Office proficiency required
- Comprehensive knowledge of current research and healthcare trends that can be integrated into sales strategies and tactics
- Demonstrated strong organizational, territory management, account assessment and relationship development skills.
- Analytical thinking abilities with financial orientation applicable to contract proposals and profitability, budget, and expense management.
- Ability to adapt to changing markets and or territory conditions while maintaining all objectives and/or goals.
- Collaborative team player while able to operate independently and strategically to achieve individual and corporate goals.
- Excellent customer service and effective written and verbal skills required.
- Notable attention to detail when creating quotations, contracts, and agreements.
- Excellent communication and multi-tasking skills