

**Title:** Associate Director, Support & Service – North America  
**Department:** Commercial Support and Service  
**Location:** Marlborough, MA, Menlo Park, CA, or Remote

**About Akoya Biosciences:**

As 'The Spatial Biology Company®', Akoya Biosciences' mission is to bring context to the world of biology and human health through the power of spatial phenotyping. The company offers comprehensive single-cell imaging solutions that allow researchers to phenotype cells with spatial context and visualize how they organize and interact to influence disease progression and treatment response. Akoya offers two distinct solutions, the CODEX® and Phenoptics™ platforms, to serve the diverse needs of researchers across discovery, translational and clinical research.

**Position Summary:**

The successful candidate will manage the Americas Science, FAS, and Service Team with responsibility for pre-sales and post-sales of Akoya CODEX and Phenoptics Reagents. The primary responsibilities are to establish a world-class support and service organization to meet growing customer demands in the market. Candidates must be highly motivated, enthusiastic and target orientated individuals who thrive on the success of Akoya customers and team members and excel at team building and talent development.

**Duties & Responsibilities:**

- Leading and managing all aspects of Science, FAS, and Service teams for North America.
- Driving and ensuring proper training protocols, pre-sales activities, and service call metrics as delivered to customers.
- Leading annual business plan development and monitoring progress of each respective support business.
- Supporting Science, FAS, and Service team while keeping team members accountable to KPI's that drive the business
- Serving as an effective motivator to team and in internal and external to Akoya partnerships
- Developing a strong, working technical knowledge of entire Akoya imaging product portfolio, scientific applications involved and end markets
- Collaborating with Sales teams to build strong and effective specialist relationships and meet or exceed regional goals
- Suggesting and implementing improvements across all aspects of Akoya's service and support business.
- Researching and discovering methods to increase customer satisfaction.
- Liaising with Marketing and Product Management support needs can be met now and in the future.
- Working with the sales management team to report market and competitor trends and to create standards and efficiencies that result in the growth of the Americas territory at or beyond Akoya and market expectations

- Supporting the business in cross-functional projects to drive organizational advancement
- Performing other duties as assigned

We are looking for someone who:

- Is passionate about transforming the field of tissue imaging through our support and service team-We are on a mission to enable scientists to better understand tissue biomarkers studied in discovery, translation, and clinical applications.
- Has high emotional intelligence-You have genuine empathy for others and maximize your impact through understanding the motivations of our customers and your team and adapting your communication accordingly.
- Is a positive change agent-You have a track record of creating, leading and empowering groups towards driving improvement while navigating change and simultaneously winning. You create a culture of transparency and focused on improvement while having fun and fostering a strong team environment.
- Has a commitment to overachievement-You leverage and can communicate using data to improve core KPI's that matter to the individuals and team, and to help drive strategic plays.
- Use good judgement-especially when tasked with difficult decisions. You are a person who exudes good judgement and decision making.
- Is accountable-You have honest, transparent, and authentic communications with your colleagues and direct reports, regardless of personal ramifications.
- Is a teambuilder and coach of learning sellers-You not only motivate individuals but a team towards a collective vision and manifest a team atmosphere. You have experience coaching sellers with 5-15 years of experience with low-attrition and examples of drive reps from low to high performance.

**Skills & Requirements:**

- Minimum of 5 years of demonstrated success as sales or support leader, preferably in a scientific and or life science industry assignment
- Experience in successfully mentoring and/or leading others effectively
- Experience in using CRM to manage and forecast sales opportunities, Salesforce is a plus
- Strong analytical skills to identify trends and patterns
- Strong communication skills in written, verbal and PowerPoint formats
- Sales and support experience in Life Sciences preferably within immunohistochemistry and digital pathology experience
- Experience in supporting directly to Pathology & Life Science/Research Laboratories, Academic Institutions, Pharma and Biotech accounts
- Excellent planning and organizational skills
- Proactive mindset with strong sense of responsibility and ownership
- Responsible for abiding by ethical sales practices in accordance with corporate policy
- Willingness to travel is required, 50% overnight travel
- Valid Driver's License
- Location: Remote or Massachusetts, New Jersey, New York, Chicago, California



**Education:**

- Bachelor's Degree in Biology or similar Life Science discipline at minimum
- Master's, PhD and/or MBA in scientific discipline or equivalent a plus

Akoya Biosciences, Inc. proudly affords equal employment opportunity to all qualified persons regardless of race, color, religious creed, national origin, age, military status, sexual orientation, disability, genetic information, gender identity, gender expression or gender unless based upon a bona fide occupational qualification.

Apply at: [careers@akoyabio.com](mailto:careers@akoyabio.com)