

Title: Customer Care Agent

Department: General & Administrative

Location: Marlborough, MA

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:

Customer Care Agent works closely with our customers and internal teams to ensure customer requests and orders are processed and completed timely and accurately. The incumbent must be able to work with the Akoya Sales and Product teams to help deliver upon best in class order processes and customer service that will ensure high levels customer satisfaction.

Essential Functions:

- As part of the Customer Care team, work with internal Akoya functions and third-party product suppliers, to ensure orders are completed timely and accurately, escalating problems as necessary
- Performs as the primary liaison between Akoya Biosciences and our customers, providing support for order administration including processing Reagent and Instrument orders, updating customers on order status, working with internal Akoya Teams to ensure customer needs are met and escalating issues related to timely receipt of orders
- Utilize Akoya resources to achieve First Call Resolution when handling customer inquiries and achieve customer response time standards
- Provide support to internal Akoya teams including Sales, Logistics, Support Services and others in needs of transactional order information and order processing
- Complete Customer Care transactions in support of Akoya Standard Operating Procedures to ensure accuracy and timely order to receipt for both internal and external customers
- Maintain and update customer records in ERP and CRM to ensure accuracy with all order activity
- Complete intake of complaints, follow up on required actions and escalate to Department Leaders in timely fashion to ensure resolution
- Participate in Akoya Marketing campaigns and communications with customers
- Other duties as assigned

Skills & Background:

- 3 to 5 years Customer Care experience
 - Ability to follow specific and detailed instructions including SOPs and work instructions.
 - Excellent organizational, record keeping and communication skills
 - Demonstrated creative problem solver
 - Demonstrated ability to work well within cross-functional teams as a team player
 - Possess an ability to learn and master complicated concepts quickly and comfortably
 - A strong work ethic, the ability to multi-task and generate high quality results under tight deadlines
 - A collaborative and proactive attitude
 - Demonstrated ability to establish and maintain credibility, trust, and positive relationships internally & externally
- Computer skills for practical use with Email, word processing and spreadsheets. Experience with CRM and ERP systems a strong plus. Salesforce and NetSuite experience very helpful

Education

Minimum Associates Degree along with 3 -5 years' experience in a full-service customer service position or equivalent.

AkoyoBiosciences, 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.

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