

Title: Field Applications Manager, Americas

Department: Sales

Location: Remote (Marlborough, MA or Menlo Park, CA areas preferred)

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:

Akoya Biosciences is expanding the Americas Field Application Scientist team and is seeking a motivated leader for the group. The FAS team is responsible for training and support of Akoya's workflows including CODEX® and Phenoptics™ assays, instruments, and software analysis tools. The FAS Manager will drive customer proficiency across the portfolio by establishing key processes and providing high-level cross-functional support to the field team. The manager is responsible for hiring, coaching, and development of the team as well as ownership of the post-sales customer experience. The ideal candidate will have experience with supporting technical life science research and possess creativity, drive, and leadership skills.

Duties & Responsibilities:

- Review current post-sales processes and revise them at regular intervals to ensure an exceptional customer experience for Akoya customers.
- Solicit input from the FAS team, Field Sales, and customers on how to maintain best in class training and support.
- Determine an effective approach to address issues including a comprehensive escalation path with their service counterpart.
- Build a knowledge base for internal and customer-facing inquiries for timely resolution.
- Actively participate in customer-facing conversations to establish a strong connection with thought leaders and provide feedback to product management and R&D.
- Provide remote and onsite support coverage as required by the customer and team availability.
- Communicate all relevant customer information including product and/or customer experience or opportunities to Field Sales, Marketing, Service and Technical Support.
- Maintain accurate customer records via SFDC including case management and training records with measurable KPI's reflecting the efforts of the team.
- Work with Field Sales to ensure FAS team efforts are supporting revenue goals.
- Develop and implement FAS individual and team goals with periodic reviews and regular one-on-one meetings to discuss immediate customer needs.

- Maintain a highly collaborative culture across all departments and promote cross-functional activities as required to support company goals.
- Coach and develop members of the team to promote continued career progression.
- Communicate closely with internal teams on customer project status and other updates for key clients.
- Provide direct support coverage for specialized tasks remotely or in the field as required.

Skills & Requirements

- BS in Life Sciences, Engineering, or similar as minimum, MS or PhD preferred.
- Minimum 3-5 years' experience in an FAS or similar customer-facing role.
- Hands-on experience with immunohistochemistry (IHC, IF), microscopy, and data analysis software.
- Ability to work independently and as part of a team towards corporate goals.
- Excellent organizational, analytical, and systematic troubleshooting skills.
- Demonstrated ability to lead projects and teams.
- Strong written and verbal communication skills. Outstanding presentation and training skills.
- Familiarity with SFDC software. Ability to maintain records for customer sites and provide high level feedback to management.
- Clear vision of and commitment to providing outstanding customer service.
- Travel 50% of the time
- Desire to contribute to the company's success in a prominent and highly visible role.

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