

Title: Account Service Manager, Advanced Biopharma Solutions

Department: Translational and Scientific Affairs

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:

Akoya is seeking an Account Services Manager to join our expanding Advanced Biopharma Solutions business (ABS) located in Marlborough, MA. ABS serves pharmaceutical and biotech clients which enter into contracts with ABS to develop multiplexed IF assays and to analyze samples on their behalf. The successful candidate will be well-versed in pathology laboratory operations such as through experience working at a Contract Research Organization (CRO), and be experienced in the field of immunohistochemistry, tissue biomarker research, and quantitative pathology applications.

This individual will serve as the primary point of contact within ABS for our clients and will be responsible for fielding and responding to requests or inquired from client contacts and ensuring the timely and successful resolution of any matters or issues at hand at all stages of project planning and execution. They ensure the client is kept abreast of ABS responses to any concerns impacting agreed upon service level agreements ("SLAs") and that client's experience is at or above expectations. They will act as a point of contact for our clients on any past and future workload and be the customer advocate to internal Akoya teams. The candidate will engage in existing and new strategic collaboration opportunities as they are identified and work closely with the Akoya Team in identifying new revenue opportunities.

Duties & Responsibilities:

- Communicate with clients to understand their projects, timelines, and overall expectations.
- Coordinate meetings between client and ABS, on such topics as project scientific goals and scopes of work, image analysis needs, contracts, project timelines, pricing, and purchase orders
- Setup regular communications, mechanisms and status updates between customer and ABS to ensure customer satisfaction.
- Work with client purchasing departments to secure purchase orders
- Building relationships with clients based on trust and respect.
- Actively work with the sales/business development team and customer to determine near and long-term service needs.
- Actively work with operations team and achieve services goals through ensuring adherence to timelines and completion of key milestones.
- Coordinate with Akoya finance and order processing to enter orders into accounting systems

- Collaborate with Marketing to develop necessary marketing content for internal and external communications (ex. joint webinars, press releases, publications).
- Continuously look for additional revenue opportunities (either product or services) within named accounts.

Skills & Requirements

- BS in science related field with 5 years' experience in account management or customer care in a CRO or similar organization.
- Extensive experience with immunofluorescent staining and imaging methods
- Highly organized and execution focused
- Excellent written and verbal communication and presentation skills
- Ability to work effectively independently and within a team environment
- Strong interpersonal skills and ability to develop relationships with internal and external stakeholders
- Self-motivated and energetic with a results-focused approach to achieving daily goals and activities

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