

Title: Client Operations Liaison (Manager),
Department: Advanced Biopharma Solutions (“ABS”)
Location: Marlborough, MA

About Akoya Biosciences:

Akoya Biosciences, Inc., The Spatial Biology Company™, with offices in Menlo Park CA and Marlborough MA is a well-funded public company (NASDAQ: AKYA) that is developing powerful imaging tools to enable scientists and clinical researchers to gain a better understanding of complex diseases such as cancer and autoimmune disorders.

Our CODEX® platform assesses more than 40 protein markers in a single sample and is ideal for biomarker discovery. Our Phenoptics™ platform, the industry standard for multiplex immunofluorescence (mIF), provides the robustness and throughput necessary for translational research studies of large numbers of samples using immunohistochemistry (IHC). Phenoptics enables staining of up to 9 colors, utilizing OPAL detection reagents and Vectra multispectral imaging instruments, providing unparalleled cell-level and architectural-level tissue analysis capabilities.

Adoption of CODEX and Phenoptics by leading academic medical centers and pharmaceutical companies, as well as close collaborative relationships with top-tier KOLs, has resulted in a pipeline of new innovative products and services which continue to set the standard for Spatial Biology.

Position Description:

Akoya is seeking a Client Operations Liaison 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. He/She 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.

Essential Duties and 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.

Qualifications/Skills:

- 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