



Position: Customer Care Manager

Department: General & Administrative

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 and emerging growth company 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, spun out of the lab of Dr. Garry Nolan at Stanford University, enables the assessment of more than 40 protein markers in a sample and is ideally suited for biomarker discovery. Our Phenoptics™ platform, the industry standard for multiplex IF/IHC provides the assay robustness and throughput necessary for translational and clinical research required in clinical trials. Our partnerships with the academic community and our customers have resulted in a robust pipeline of future products.

Position Summary:

The Customer Care Manager role is responsible for the day-to-day management of Customer Care Representatives to ensure internal and external customer inquiries are processed on-time, accurately and in support of delivering a best-in-class service experience from inquiry to result for our customers. The Customer Care Manager works closely with Director, Customer Experience on execution of Global Customer Experience Strategy.

The scope of duties and responsibilities for this role include: oversight and management of Global Customer Care inquiries, order processing and order management, utilization of workforce planning tools to ensure appropriate staffing levels to meet customer needs, delivery of ongoing staff training and coaching, assistance with new hire onboarding and new hire training, participation in employee performance review process, assistance with department and staff performance reporting, participation in department projects and change management initiatives, management of Customer Care Quality Monitoring Program and troubleshooting and solving Contract Manufacturer performance gaps.

The Customer Care Manager functions as subject matter expert for NetSuite ERP platform, Akoya Customer Care Standard Operating Procedures and Akoya systems and tools and contributes to continuous improvement initiatives in support of first call resolution, achievement of Quality Monitoring Program objectives and delivery of outstanding customer experience.

Essential Functions:

- Provides day-to-day direction and management of Customer Care Representatives and inbound internal and external customer inquiries and NetSuite, Salesforce and systems activities.
- Monitors, tracks and reports Customer Care transactional activity and performance, identifies process gaps and suggests improvements to streamline order to delivery timelines for customers and to maximize Customer Care resources.



- Partners with internal Akoya Teams including Sales, Supply Chain, Finance, Logistics, Quality and Marketing to support Akoya performance initiatives and objectives.
- Performs as the primary liaison between Customer Care, Sales and Reagent Contract Manufacturing Partner for order management activity and order prioritization. Monitors Reagent Order to Cash process to ensure accurate, timely order processing with an eye for reduced handling time, 100% accuracy and on-time delivery.
- Assists in establishment of Customer Care Key Performance Indicators (KPIs) and manages Team and Individual performance to plan. Provides ongoing training and coaching to optimize Customer Care performance and low-effort customer interactions. Manages Quality Monitoring Program for customer-facing activity in support of best-in-class customer experience.
- Manages elements of Voice of the Customer programs including survey delivery and reporting.
- Participates in New Hire Onboarding and staff training, identifies Customer Care training requirements and works with internal Akoya resources to address training gaps.
- Participates in project activity and other duties as required.

Skills and Background:

- Minimum 5 years-experience directly managing staff in B2B Customer Care, Customer Service or Call Center environment, with increasing levels of responsibility
- Experience working with customers in Life Sciences, Medical OEM, Bio Med or Med Device industries
- Customer-centric, professional, and objective-driven
- Exceptional communication skills
- Proficient problem-solving and critical thinking skills with keen eye for detail
- Strong working knowledge of ERP and Salesforce systems with track record of driving system enhancements
- Ability to manage Global Team including remote and on-site staff
- Team oriented, organized and self-directed
- Familiarity with Voice of Customer and Customer Survey programs
- Able to work collaboratively and across functions in support of Akoya objectives
- Proficient in Windows applications and Microsoft Office programs including MS Excel
- A strong work ethic, the ability to multi-task and generate high quality results in deadline driven environment
- Demonstrated ability to establish and maintain credibility, trust, and positive relationships internally & externally

Education:

- Bachelor's Degree or 5-7 years-experience