



Client Experience and Scientific Product Liaison – Life Sciences

EpiVax is a breakthrough biotechnology company located in the heart of downtown Providence. We're actively seeking a Client Experience and Product Liaison to add to our growing team. A career at EpiVax offers an opportunity to work in an exciting and creative environment with an interdisciplinary team of individuals who are passionate about what they do.

Position Overview

As the central communicator to our clients, the Client Experience and Product Liaison will be responsible for providing exceptional client support and service to new and established clients with a focus on client relationship building and education, and maintaining client satisfaction and retention.

Primary Responsibilities

- Maintain in-depth and up to date technical knowledge of SaaS products in the EpiVax portfolio to readily assist customers with product and/or scientific requests
- Develop technical content and tools for customers and staff including technical tips, scientific curriculum, training scripts and marketing collateral;
- Contact clients to schedule calls, meetings, updates, training, or other communications as required;
- Deliver scientific training to clients and staff as needed;
- Document all communications and interactions with clients in Salesforce;
- Partner with scientific staff to address client inquiries and requests;
- Track and record progress of any client issues or complaints;
- Solicit client feedback on products;
- Research innovative applications for products;
- Provide updates and information to Business Development staff and clients on new and established products;
- Maintain high level of client satisfaction and responsiveness utilizing client relationships for up-selling and cross-selling opportunities;
- Support the Business Development team with client relationship management, sales and marketing, and technical client facing functions as needed;
- Some travel may be required.

Qualifications

Undergraduate degree in Biological Sciences including biology or immunology is REQUIRED. It is preferred that the candidate has 2-5 years of experience in bioinformatics, business development, and/or scientific sales exposure. Experience in scientific product management, and strategic planning and implementation are a plus. Previous experience with SaaS discipline is helpful. Must have strong reading and writing skills as well as customer service, problem solving, and critical thinking skills. A strong work ethic is essential.

Preferred Skills

- Demonstrated communication and interpersonal skills
- Ability to clearly explain product and scientific information
- Professionalism
- Critical thinking skills
- Microsoft Office and CRM/Salesforce skills
- Public Speaking
- Ability to adapt to workflow changes and re-evaluate priorities
- Ability to perform work independently and collaboratively
- Customer service skills
- Time management, multi-tasking, and organizational skills needed to effectively meet project deadlines
- Networking and prospecting ability
- Attention to detail
- Bilingual Spanish, French and/or Japanese a big plus but not required

If you are interested in joining our team, please provide a cover letter with salary requirements to admin@epivax.com.