



## **RoosterBio Inc.**

### **Customer Service Associate**

#### **The Company**

RoosterBio designs, manufactures and distributes advanced stem cell research products aimed at accelerating the pace of development and commercialization of products incorporating living cellular technology. We believe that the dawn of a new day is upon us in the fields of bio fabrication, tissue engineering, and stem cell technologies. RoosterBio is a revenue stage company on a high growth trajectory. Our employees are driven by high impact work and are passionate about delivering the best stem cell products possible to our customers. We do not compromise on quality, innovation, or product performance. We believe in hiring and developing the best talent available within the industry. The pace is fast, the work is stimulating, and the best is expected out of each team member. You should have genuine passion and commitment for the commercial translation of stem cell and tissue engineered products. The development of a positive, solution focused, and high performing culture is of the utmost importance to the RoosterBio team.

#### **The Role**

The Customer Service Associate's primary function will be managing all customer inquiries and troubleshooting of customer issues. This individual will work closely with the Sales, Marketing and Operations Departments. This individual will be required to maintain direct contact with customers and internal stakeholders. Candidate must be able to wear multiple hats in a small company setting and be driven to learn and grow with the company and its needs, along with providing support in additional areas beyond those outlined below. As such, candidate must demonstrate an ability to be flexible in a demanding, fast-paced environment.

This position will report to the Director, Global Sales Operations and Customer Service.

#### **Essential Job Duties**

- Owns the customer experience
- Manage customer and non-customer inquiries
  - Provide support through analysis of customer data and provide expert interpretations to customers
  - Resolve customer inquiries
  - Contribute to organic sales growth through generating and fostering relationships with existing and new customer base
  - Be viewed as a RoosterBio expert and valuable resource by customers
  - Deepen and broaden customer relationships to that beyond a pure vendor relationship through thoughtful interactions and support
  - Coordinate lead management with the sales force to drive potential high-value customers to close



- Manage order processing, from start to finish, via phone, email and e-commerce
- Collaborate with customers, sales, operations and supply chain to ensure accurate shipments and invoices
- Data management for monthly sales & ops meeting
- Partner with sales representatives in processing customer needs
- Assist with all inquiries and escalations in a timely manner
- Keep abreast of industry trends and regulatory landscape to address customer needs and to be viewed as an industry expert
- Maintain regular contact with customers to ensure high levels of customer satisfaction, solicit feedback via website reviews, CRM enterprise, and social media engagement from customers

### **Secondary Job Duties**

- Internal / External Cooperation to interface between various teams to facilitate ensure a positive customer experience (Sales, Marketing, BD, Operations)
- Proactively establishing and maintaining effective working team relationships with all departments
- Demonstrating an ability to interact and cooperate with all company employees
- Building trust, valuing others, communicating effectively, driving execution, solving problems creatively, and demonstrating high integrity
- Being action oriented and results driven while accomplishing project objectives and exceeding expectations
- Adapting to changes, demands, schedules, and priorities while maintaining a positive attitude
- Maintaining professional internal and external relationships that meet company core values
- Exhibiting a high level of professionalism while representing RoosterBio

### **Desired Skills/Qualifications**

- Technical and/or science background is required
- Experience in multiple customer facing roles
- Solid understanding of customer service, sales operations, and formal customer relationship management systems
- Industry experience a plus
- Strong analytical skills for data generation and management to drive data-driven decision making
- Excellent communication skills
- Ability to multitask

Position reports to the Director, Global Customer Support and is based in Frederick, MD

Interested individuals should apply online at: <http://tinyurl.com/RoosterBio-CS2>

Please visit our website at [www.roosterbio.com](http://www.roosterbio.com)