



RoosterBio Inc.

Technical Support Specialist

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 Technical Support Specialist's primary function will be managing first line technical questions, general customer inquiries, and troubleshooting of customer issues. This individual will work closely with the Sales (including the Technical Team), 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 Customer Support

Essential Job Duties

- Owns the customer experience
- Manage customer and non-customer inquiries
 - Resolve customer technical inquiries
 - Provide support through analysis of customer data and provide expert interpretations to customers



- 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 and ensure a positive customer experience (Sales, Marketing, BD, Operations)
- Proactively establish and maintain effective working team relationships with all RoosterBio departments
- Demonstrate an ability to interact and cooperate with all company employees
- Build trust, value others, communicate effectively, drive execution, solve problems creatively, and demonstrate high integrity
- Be action oriented and results driven while accomplishing project objectives and exceeding expectations
- Adapt to changes, demands, schedules, and priorities while maintaining a positive attitude
- Maintain professional internal and external relationships that meet company core values
- Exhibit 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

Interested individuals should apply online at: <https://tinyurl.com/RoosterBio-TSS>

Please visit our website at www.roosterbio.com