

Establish and socialize a vision and strategy for Customer Service to support and enable delivery of superior order processing and customer experiences for customers, patients and medical providers

Collaborate with the Commercial and IT departments in the development of a customer experience roadmap, identifying the key milestones of the customer journey.

Determine Customer Success organizational structure and hire, train, and lead a team of customer service representatives

Provide direct and on-going guidance and supervision of customer service personnel to ensure accurate and efficient process flow as well as timely compliant resolution

Help establish automated processes and technology systems required to ensure efficient and effective service levels are achieved from the first moment of customer contact

Collaborate with laboratory operations team on customer service initiatives.

Regularly monitor systems to improve overall quality and throughput of paper and electronic order-entry channels. Ensure the systems are in place for timely resolution of any type of customer problem and track and monitor data for customer inquiries.

Partner with IT Management and Finance to develop and manage robust, best-in-class customer service reporting/analytics/metrics and create methods to record, assess and distill customer feedback/experiences into actionable insights and solutions.

Promote continuous improvement on utility and reporting of analytics/tools and processes to support business needs and internal teams to drive customer satisfaction and productivity.

Pragmatically challenge the status quo and utilize change management tools to create adoption and sustainment.

Participate on cross-functional teams consisting of colleagues from Commercial, Sales/Marketing, Market Access, IT, Finance, Medical, Product Development, Laboratory Operations and Corporate Communications to ensure the best possible outcomes that are seamless to the customer while also improving business growth opportunities

Exemplify our core values – Visionary, pioneering, truth seeking, driven, honest and considerate communication, embrace diversity and operate with transparency and integrity.

Requirements

Bachelor's degree in related field with 10+ years of progressively responsible customer service management experience with 7+ years of people leadership experience and demonstrated success in building and managing high performance teams in the biotech, molecular diagnostics industries.

Strong understanding and experience in building out a customer service infrastructure from the ground up for a biotech/molecular diagnostics company.

Experience with molecular diagnostics testing and nuances to ordering and testing related to this area.

Strong ability to hire top talent and build a successful, team-oriented organization.

Proven experience in leading a customer service/order processing organization in a HIPAA, FDA/CLIA regulated environment. Experience with ordering portals and CRM tool experience.

Maintain a high degree of confidentiality and composure in managing complex business conditions and sensitive scientific data, HIPAA protected information, SEC-protected filings and other confidential matters

Sound judgment/decision making skills

Ability to analyze and problem solve complex issues that impact performance

Prioritize and drive to results with a high emphasis on quality

Successfully partner within all levels of the organization and respond with a strong sense of urgency

Solid negotiation skills, highly adept, influencer.

Excellent communication skills, both written and oral

Able to provide succinct, strategic, and actionable insights to senior executives

Superior organizational and time management skills

Ability to juggle multiple projects