

POSITION: Customer Operations Manager (On-Site)

JOB TYPE: Full Time

LOCATION: Charlottesville, Virginia, USA

ABOUT LUMACYTE



Our values, passion, and drive are based upon the desire to help humankind better understand disease and to accelerate the development and production of life saving advanced therapies and cures faster than ever before.

LumaCyte, Inc. is an advanced research and bioanalytics instrumentation company that produces label-free, single cell analysis instrumentation where the use of antibody or genetic labeling is not required for cellular analysis. This revolutionary technology utilizes Laser Force Cytology™ (LFC™) to measure optical and fluidic forces within a microfluidic channel, quantitatively characterizing innate cellular responses of subtle phenotypic changes based purely on the intrinsic biophysical and biochemical properties of cells; which can be used to measure cellular changes in response to their environment or treatment. The univariate and multivariate nature of the data has enabled a host of big data strategies and cloud computing capabilities that drive advanced analytics, allowing a deeper understanding of cell based biological systems. Applications of LumaCyte's label-free platform technology include viral infectivity for vaccine development and manufacturing, cell health, activation, transfection and transduction analytics for cell and gene therapy development and production monitoring, CAR T-cell immunotherapy, iPSC differentiation, adventitious agent testing (AAT), infectious disease, and pre-clinical drug discovery, in addition to multiple applications across advanced therapy biomanufacturing for real-time quality control.

Innovate. Discover. Transform.™

JOB DESCRIPTION

Our company is searching for an experienced, reliable, and detail-oriented **Customer Operations Manager**. The Customer Operations Manager will be responsible for performing a number of customer support and sales duties and should embrace and enjoy the energy of

a rapidly growing company environment. The ideal candidate communicates with customers, provides sales / application support to customers, and helps manage instrument demonstrations. She/he has an outgoing personality and enjoys working closely with people (customers and team members). The ideal candidate is also a self-starter that is very motivated to manage customer interactions and sales efforts throughout the evaluation and buying cycle.

Responsibilities include, but are not limited to:

- Collaborating with other biologists, engineers, and scientists to perform and interpret experiments using LumaCyte's cutting edge cell analysis instrument, Radiance®
- Managing customer relationships and sales/service activities
- Travel for customer demos, training, conferences, and technology presentations
- Maintaining high level of credibility and respect within the scientific community
- Coordinate stakeholders throughout the value chain within customers' organizations

Skills & Requirements

- B.S., minimum, M.S. or Ph.D. optimal
- Strong customer service skills with a background in sales or customer management.
- 3-5 years experience working in a research lab or biotechnology company. Lab and instrument experience required.
- Demonstrated sales performance in an instrumentation or life science sales role.
- Detailed knowledge of virology and virological methods including the plaque assay, TCID50, neutralization assays, functional cell-based assays, cell culture.
- Experience in cell therapy (CAR-T immunotherapy), stem cells, and gene therapy.
- Ability and desire to work with cutting edge instrumentation in a laboratory and customer facing setting.

APPLICATION INSTRUCTIONS

Please email your resume to us at HR@lumacyte.com, specifying the desired job position title(s) in your email.