

Account Manager

REVIVO BioSystems is an innovative and customer-oriented company founded by a team of engineers and biologists, with many years of experience in biomedical engineering, cell cultures, microfluidics and tissue engineering. The company is aiming to become the Asian and global leading provider of enabling technologies and services for *ex vivo* and *in vitro* testing of chemicals, ingredients, cosmetic formulations and therapeutics. Our goal is to deliver products and services with unmatched quality, consistency, reproducibility, and ease-of-use. We are on a fast growing trajectory and are looking to expand our organisation to further support the company's expansion, ambitious sales growth, and build more opportunities to make the world a more sustainable and ethical place.

We are looking for a highly motivated and results driven individual, as our "Account Manager". This role is crucial to the growth and rapid expansion of our testing services. To date we have generated strong client traction, and in his/her role, the Account Manager will take the lead in step changing the client acquisition trajectory. This expansion of services will in turn fuel further organisational and capability growth.

The Account Manager is responsible for outreach to target clientele, engagement & service needs identification, and lead the process of client conversion. This includes translating the identified client needs into an attractive and distinctive proposal and quotation, with the support of the Head of Testing Services and additional key company stakeholders. For large corporate clients, the Account Manager will significantly grow the current opportunity pipeline based on primary and secondary client research. The individual will leverage his/her in-depth client understanding to devise an optimal engagement strategy, and follow-through on its successful execution. For client leads that are collected through targeted digital marketing approaches, the individual will review and prioritise the opportunities, and lead the engagement and conversion process.

In his/her client-facing role, the Account Manager is a key individual to build trust between the client and the Company, and to develop productive and long term client relationships. Across all interactions with external partners and clients, she/he will uphold the highest levels of integrity, trust, professionalism, and continue building the REVIVO Brand image and reputation.

The Account Manager also plays a leading practical role in keeping REVIVO's understanding up to date in terms of any trend developments in client's needs & requirements, as well as competitive developments. The person in this role represents the company externally through event engagements with clients and stakeholders, presentation of REVIVO where required and stay abreast of sub-contracted studies, and proactively inputs to our R&D, collaborations and broader scientific activities.

The Account Manager works seamlessly with the Head of Testing Services and the Service Testing Team, and takes guidance from the company's Management Team; manages and coordinates team members; and is accountable to the CBO.

The person in this role is a key figure in the outward facing and public image in the organization, able to inspire REVIVO BioSystems team towards the goal of a more ethical and efficient animal-free testing world.

KEY ACCOUNTABILITIES/RESPONSIBILITIES

- Boost REVIVO BioSystems' service sales.
- Identify and engage new leads and convert them into returning clients
- Define & execute a plan of engagement for large corporate customers and maximize the conversion rate.
- Establish the needs of the Customer and recommend the appropriate services & products.
- Convey technical information to customers in an easy to understand manner.
- Follow up with customers to maintain, enhance, and deepen the relationship, and to identify & resolve any issues that may arise.
- Keep leads/customers engaged and informed about new services/products & company updates.
- Compile proposals and reports related to the sales portfolio, with the support of the Head of Testing Services where applicable.
- Ensure sales targets are consistently met, and that contingency plans are in place.
- Maintain and update customer records in the CRM system
- Contribute to the creation, review and update of controlled documents including SOPs, Test Methods and Forms related to and in compliance with GLP and for GLP accreditation
- Gain in-depth understanding of and stay up to date with the science and client needs behind all methods used and with developments in the field of regulatory *in vitro* toxicology, safety and efficacy testing, through reading, trainings, seminars and conferences (and share with the team)
- Research new ideas, in particular for leveraging the organ-on-a-chip capabilities of REVIVO BioSystems' technology, encouraging internal scientific discussion and debate
- Contribute to training and guidance of other team members (customer service, scientists, research officers, laboratory technicians, laboratory assistants), providing peer-to-peer support as needed and acting as a positive role model and working in line with REVIVO's values
- Be the client's reference person for timely communication, support in results interpretation and discussion on follow up work
- Integrate with REVIVO BioSystems' team and contribute to other tasks as appropriate

MINIMUM REQUIREMENTS – EDUCATION AND EXPERIENCE

- Graduate in a Life Science subject (BSc/MSc). Having a degree in Business Administration is a plus.
- Minimum 2 experience as a sales executive and/or manager in a scientific role.
- Exceptionally strong customer service, verbal and written communication, team working and interpersonal skills
- Strong empathic listening & analytical skills with a solid track record of identifying customer needs.
- Professional, candid, tenacious yet friendly demeanor in all interpersonal interactions
- Experience with *ex vivo* and *in vitro* safety and efficacy tests(preferably for skin)
- Detail and result oriented and flexible to the needs of hectic laboratory environments
- Analytical thinker who can manage priorities, problem-solve and manage multiple tasks
- Able to travel locally and internationally as needed.