

## Scientific Specialist (SSP)

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### About genOway

genOway is a biotechnology company specializing in the design and development of high-value-added cellular and animal research models for biopharmaceutical industries and academic research.

The added value of our offer comes from the precision of this design.

Our customers are almost exclusively international : 50% in the USA and the rest mainly in Europe. Our business is divided between major pharmaceutical and biotech companies (60%) & academic market (40%).

### Job description

The **Scientific Specialist (SSP)** is primarily responsible for providing scientific support and guidance to customers. He has a deep understanding of customer's needs and he is able to answer them with the most relevant scientific offer.

Directly reports to the Director of Commercial Operations, the ideal candidate will work closely with the Sales Team to provide top quality scientific support and ensure a high level of customer satisfaction.

### Main missions

- ✓ Interact with customers to understand their scientific projects and their needs;
- ✓ Support and advise customers in their research;
- ✓ Answer, evaluate and prioritize phone and email requests for assistance from customers;
- ✓ Work with the consulting team to study the technical feasibility of the scientific projects;
- ✓ Build the specifications of the project with the identified prospects;
- ✓ Develop, write and edit technical content for customer-facing documentation and the proposal argued with work plans;
- ✓ Interact and cooperate with the other departments of the company (Scientific Consulting & Project Management teams) to obtain the most effective teamwork, to build the best proposal;
- ✓ Coordinate the preparation and delivery of the offer to customer;
- ✓ Log and manage customer interactions in CRM to build and maintain an accurate customer database;
- ✓ Enhance customer satisfaction and increase our competitive advantage;
- ✓ Report activities and trends back to commercial management.

### Qualifications and personal skills

- ✓ PhD in Physiology, Physio-pathology or Cell Biology (or equivalent);
- ✓ Knowledge in scientific project management;
- ✓ Solid understanding of current pre-clinical research and drug discovery market trends including Immunology, Oncology, Cellular & Gene Therapies etc...;
- ✓ Ability to listen and understand customer challenges/needs and present solution;
- ✓ Keen interest in technology and its application to specific research trends;
- ✓ Dynamism, autonomy and rigor;
- ✓ Willing to learn, curiosity;
- ✓ Willing to travel worldwide (Europe, North-America, ...);
- ✓ Excellent verbal and written communication skills in English are essential.

### Location

Lyon, Rhône-Alpes, France

2/22/2021

Contract

This is a fantastic and full-time opportunity for an experienced and highly motivated candidate to join us. We invite you to be part of our sales team. In return we offer a dynamic and exciting environment for the right candidate.

How to apply

Please send your resume and cover letter by e-mail: [recruitment@genoway.com](mailto:recruitment@genoway.com)