

SCIENTIFIC SPECIALIST (SSP)

About genOway

genOway (Euronext Growth™: ALGEN; ISIN: FR0004053510) is a biotechnology company specializing in the design and development of genetically engineered models GEM. 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 companies (60%) and the Biotech & Academic market (40%).

Job description

The **Scientific Specialist (SSP)** is primarily responsible for providing scientific support and guidance to customers and will build strong applied knowledge of the GEM Services and applications they specifically address. Directly reports to the Sales Director, the ideal candidate will work closely with the Sales Team to provide top quality scientific support and ensure a high level of customer satisfaction.

Missions

- Support and advise customers in the research and the understanding of their scientific projects;
- Answer, evaluate and prioritize phone and email requests for assistance from customers;
- Work with the sales 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 proposal to customer.
- Log and manage customer interactions in CRM to build and maintain an accurate customer database.
- Through scientific advices, enhance customer satisfaction & increase our competitive advantage while building trust & relationships with customers through the support of the sales team;
- Report activities and trends back to commercial management.

Personal Skills

- Strong attention to detail and self-motivation
- Ability to understand customer challenges/needs and present solution
- Keen interest in technology and its application to specific research trends
- Ability to listen and understand the customer needs;
- She/He is dynamic, autonomous and rigorous;
- Willing to travel worldwide (Europe, North-America, ...);

- Excellent verbal and written communication skills in English are essential.

Qualifications

- PhD in Physiology, Physio-pathology or Integrative 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...

Location

The position requires significant direct interaction with existing customer base, and will be office based in Lyon, France.

How to Apply

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 competitive salary, a dynamic and exciting environment for the right candidate.

Please apply directly via our website www.genoway.com or send your application and resume by e-mail : recruitment@genoway.com with your complete application documents as well as your earliest starting date & salary expectations.