

PHC Corporation of North America

Product Specialist, Life Science (“Concierge”) Wood Dale, Illinois

Job Purpose

The Life Science Product Specialist (“Concierge”) will support PHCNA’s entire sales network of our products in answering their questions. Provide customer and rep/dealers support for complete life cycle of product. Assist with the development and launch of new products, providing sales training, sales support and other product activities as needed. The candidate will report on metrics and align all to define opportunities for sales and market share growth. Will be responsible for being the face of the institution.

Essential Duties and Responsibilities

- Support the Sales Network help line (“concierge”) for product related issues. This includes follow up with customers or sales team to ensure concerns and questions have been addressed.
- Assist with product development for Cold Chain and other product lines as needed.
- Liaise with Japan Product development and assist with developing technically related solutions to improve overall product satisfaction.
- Support Sales Representatives on product related issues
- Regular communication with Internal and External Sales Managers, Reps and Technicians for all application and product related questions
- Inter-departmental communications for troubleshooting key technical and applications-based issues from customers (e.g. overcoming cell culture obstacles, product troubleshooting, scientific/technical advice)
- Creation of an organization system of getting important product information easier and more efficient
- Maintain a formalized tracking mechanism for logging incoming requests
- Track questions for educational purposes and future training
- Assist in competitive situations
- Must possess Excellent communication skills and the ability to listen and evaluate the situation. Interact with customers, Sales Reps, Distributors and vendors
- Must be Polite and confident with a great deal of patience
- Ability in multitasking and time-management
- Aptitude in resolving issues with a customer-focused orientation
- Multi-tasking skills: Concierge must be able to do several things with constant interruptions.
- Organizational: Organization is a must for someone in this position.
- Problem solving: Concierges face all kinds of problems and issues and must readily solve these to the satisfaction of guests.

Qualifications

This is an inter-departmental area of activity, he/she must have strong customer, interpersonal and communications skills, as well as a good sense of organization. The Product Specialist (Concierge) must have a diplomatic and professional behavior, work well in a team environment, must be sensitive to the customer's needs and concerns, and should be able to systematically troubleshoot, diagnose, and provide productive solutions to maximize product satisfaction and customer retention.

- Bachelor's degree in Life Science (biology, chemistry, biochemistry) or technical field preferred. Master's degree a plus.
- Must have strong analytical skills. Ability to, organize, analyze, summarize and present business and product information
- Must be able to multi-task, have excellent interpersonal and communication skills, as well as strong knowledge of Microsoft Office applications.
- Must have excellent sense of priorities and strong track record for dependability

Working Conditions

- Normal office conditions.
- Must be able to sit for extended period of time.
- May do some traveling to tradeshow.

In addition to an environment that's as innovative as our products, we offer a competitive salary and bonus, along with an outstanding benefit package, including:

- **Medical**
- **Dental**
- **Company paid life**
- **Vision**
- **Accident**
- **Flexible Spending Account**
- **401k**
- **Paid time off including vacation, personal and sick**
- **12 paid holidays**

We are committed to creating a diverse work environment and proud to be an Affirmative Action/Equal Opportunity Employer (AA/EOE/m/f/d/v). Women, minorities, veterans, and individuals with disabilities as well as other qualified individuals are encouraged to apply. If you need a reasonable accommodation in the application process due to a disability, please contact Jamie Hinson at jamie.hinson@us.phchd.com or PHC Corporation of North America, 1300 Michael Drive, Suite A, Wood Dale, Illinois 60191.

Pre-employment drug testing is required. Due to the high volume of responses, we will only be able to respond to candidates of interest. Applicants must be currently authorized to work in the United States on a full-time basis. **PHCNA does not sponsor applicants for work visas.**

Please forward your cover letter and resume to Jamie.Hinson@us.phchd.com

