
Role: Director, Customer Experience
Reporting to: Senior Vice President
Department: Products Division
Location: New Haven or Remote
Est. Start Date: Immediate
Compensation: Salary, benefits, stock options

Company Overview

Since its inception in 2011, Precipio's (NASDAQ: PRPO) vision is to battle the problem of cancer misdiagnosis, by developing innovative technologies that improve diagnostic accuracy and laboratory workflow, delivering better results to patients and their physicians. In addition to robust R&D and commercial departments developing and bringing to market its proprietary products, Precipio also operates a clinical laboratory that serves as a testing ground for company products from its development phase to full utilization within the clinical setting.

Precipio's Products Division develops, produces and sells proprietary diagnostic products to laboratories. Precipio also has a Clinical Diagnostics Division which operates the company's CLIA/CAP laboratory, servicing oncologist practices and hospitals to provide comprehensive diagnostic services, while utilizing the same technologies developed by the Products Division.

Job Overview

The Director of Customer Experience will build and lead a team responsible for providing timely and accurate advanced Scientific and Technical Customer support for Precipio's Products Division. This person will work in close cooperation with Sales, Marketing and Manufacturing and liaison with the R&D department. Key responsibilities will include ensuring customer onboarding and continued customer and technical-level support to ensure customer's successful and continuous use of Precipio's products. This person will also be responsible for meeting departmental KPIs and for contributing to smooth running of the day-to-day technical support operation.

Responsibilities

- Build a department that provides both customer support and technical (phone & field) support to customers.
- Developing team that will be able to Identify, research, and resolve technical problems in support of the Precipio product portfolio
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- Build a system to document, track, and monitor cases daily to ensure compliance and timely resolutions
- Create and continuously develop support training and development materials
- Ability to manage, coach and develop a team to communicate effectively with customers
- Work with other services/departments to ensure cases are routed to the proper resource to be resolved quickly and efficiently

Qualifications

- Minimum of Bachelor's Degree in Molecular Biology or Life Sciences; Master or PhD preferred
- Minimum of ten years of experience in a related technical and managerial role
- Experience with PCR and Genomic Techniques are highly desirable
- Must be proficient in resource planning, budgetary management and managing a team
- Strong organizational and administrative skills (experience with Excel, Word, PowerPoint, databases, CRM systems etc.)
- Excellent verbal and written communication skills, logical and analytical thinking, ability to multitask, work independently and as part of a team

Ideal candidate will have:

- Familiarity with clinical lab testing requirements and operations, including quality control, training, and documentation method development or implementation experience is desirable
- Familiar with a variety of the field's concepts, practices, and procedures
- Ability to learn new techniques, perform multiple tasks simultaneously, and maintain accurate records

How to apply: Please submit a resume and cover letter to careers@precipiodx.com.