



## Manager, Field Applications Scientists North America

### About MaxCyte:

MaxCyte is a leading provider of cell-engineering platform technologies to advance innovative cell-based research, development, and commercialization of next-generation cell therapies. The company's existing customer base ranges from large biopharmaceutical companies, including 20 of the top 25 pharmaceutical companies based on 2020 global revenue, to hundreds of biotechnology companies and academic translational research centers. MaxCyte has granted 15 strategic platform licenses to commercial cell therapy developers that allow for more than 75 clinical programs. Founded in 1998, MaxCyte is headquartered in Gaithersburg, Maryland, US.

### Job Summary:

The Manager, Field Applications Scientists (FAS) North America (NA) is a hands-on manager position. As a manager, this role takes responsibility for the NA FAS team, and coordinates all pre-sales and post-sales FAS activities with Sales, Marketing, Business Development and Executive Management teams. Working closely with potential and current customers, the FAS team conducts product demonstrations and training on MaxCyte's Scalable Transfection Systems in all application areas including cell therapy and protein production and implements solutions for process improvements throughout the customer's transfection workflow. The FAS Manager oversees that the team provides exceptional and proactive technical and troubleshooting support to customers at all times, and will participate hands on wherever additional resource is required. This position attends trade shows and contributes to the publication of scientific and marketing documentation related to the use and applications of MaxCyte's technology. This individual works under general supervision and should expect the role to comprise at least 50% travel. ***This position primarily covers the USA, but occasional international travel may be required.***

### Management Job Duties:

- Effectively builds, manages, and motivates a high performing FAS team.
- Manages the activities and scheduling of the NA FAS team to ensure an exemplary level of customer satisfaction.
- Coaches NA FAS to ensure that technical skills meet job requirements and they possess the necessary interpersonal skills to build strong relationships with MaxCyte's customers

- Ensures that each NA FAS works collaboratively with the Sales and Marketing teams with pre-sale and post-sale activities to drive instrument and consumable sales.
- Works closely with NA Territory Managers to support existing customers and promote MaxCyte technology to new customers.
- Generates and monitors key performance metrics for each NA FAS.
- Builds and maintains a positive culture that inspires a sense of urgency, continuous learning, and a strong sense of individual and team accountability.
- Proactively recruits, onboards, trains, and promotes NA FAS as required by the business.
- Complies with all applicable policies regarding health, safety and environmental policies.

#### **FAS Job Duties:**

- Provides technical support for MaxCyte product lines and services by answering customer inquiries.
- Designs experiments and undertakes product demonstrations. Analyzes, interprets and reviews customer data to support sales.
- Conducts installations and training at customer sites.
- Troubleshoots the integration of MaxCyte technology into the customer workflow, developing and recommending solutions.
- Accurately records pertinent information from customer interactions and follows up to ensure customer satisfaction.
- Presents technical and product information at conferences and during customer visits.
- Makes recommendations for future process improvements, and implements those actions accordingly. Identifies new applications for MaxCyte technology.
- Identifies, documents and communicates new competitive activities, products or field activities / strategies to the internal scientific and marketing team.
- Performs regular literature reviews and identifies key opinion leaders in MaxCyte's major application areas.

#### **Job Requirements:**

- PhD or MS in bioengineering, molecular biology, biochemistry or related field
- 8+ years of hands-on experience in mammalian cell culture, including 5+ years in gene editing, recombinant protein production and/or drug discovery process development.
- 5+ years in a Field Application Scientist or similar customer facing role.
- 5+ years of management experience

- Knowledge of transfection methodologies.
- Proven ability to partner closely with Sales and Marketing teams
- Robust trouble shooting skills.
- Strong written, verbal, and interpersonal skills. Ability to communicate effectively with customers.
- Proactive; works under minimal supervision.
- Ability to travel domestically and internationally 50+%

MaxCyte, Inc. is an equal opportunity employer. To apply, please send your resume and cover letter to [careers@maxcyte.com](mailto:careers@maxcyte.com). Please reference **Manager NA FAS** in the subject line.