

# Job Description



**Job Title:** Director, Global Strategic Partnerships  
**Reports To:** Senior Director, Global Strategic Partnerships  
**Department:** Sales and Marketing  
**Work Location:** HQ  
**FLSA Status:** Exempt  
**Revision Date:** October 25, 2022

## **Job Summary:**

The Manager, Strategic Partnerships serves as the local strategic lead across MaxCyte's SPL customer base. This individual will serve as primary point of contact for senior and executive leaders at specific SPL partner accounts, developing a strong rapport with them, understanding their unique needs, and creating customer specific business opportunities. Communicates customer's therapeutic area needs to appropriate MaxCyte commercial teams. Works under general supervision.

## **Job Responsibilities:**

- Guides and coordinates execution of SPL partner strategies in conjunction with field (sales, FAS, FTE), legal, marketing, and quality
- Tracks and administers QPRs for all SPL partners in conjunction with the field team
- Ensures customer information is appropriately shared with field sales and other internal teams to build opportunities for commercial cross-functional colleagues to be successful and enable MaxCyte to be alignment with the needs of our clients
- Develops customer-centric solutions to protect and improve business opportunities
- Leads and manages appropriate relationships with key partners (e.g., C-suite executives, business teams, quality, decision makers) to gain an understanding of customer's decision-making process
- Develops an account plan at each SPL customer by incorporating knowledge of key market trends and collaborating with internal teams to develop account-specific strategies
- Tracks, manages, and coordinates all MaxCyte assets in conjunction with the CMO. Collaborates with our CDMO Channel Manager to build a strategy to ensure all related business is secured
- Maintains the customer database, Salesforce.com, for tracking all SPL customer related activities
- Complies with all applicable policies regarding health, safety, and the environment
- Deals with all issues that may arise from one of our Partners. From a failing PA/instrument to coordinating software updates globally at CMO sites, the Partnership Manager will facilitate having all issues address.

## **Job Qualifications:**

- BS/BA in a related scientific field and at least 8 - 10 years of management/leadership experience with at least 8 years and more of experience in sales, account management, marketing, or other related area in the Cell/Gene Therapy field
- Demonstrates understanding of decision-making structure, key influencers, and other strategic objectives relevant to the customer
- Proven experience and a strong track record of success in a people or account management role
- Strong negotiation skills, business acumen, and analytical ability
- Ability to create customer relationships built on trust in both clinical and non-clinical groups
- Strong interpersonal, oral, and written communication and presentation skills
- Strong project management skills, ability to multi-task and prioritize with clear deliverables across multiple customers in tight timelines
- Self-motivated, with excellent organizational skills, with ability to work both independently and as a member of a team
- Ability to travel up to 75% (domestic and international)