

Commercial Operations Coordinator

XCELL BIOSCIENCES, INC
MISSION BAY, SAN FRANCISCO, CA

Xcell Biosciences is a San Francisco-based life science start-up company that has developed a proprietary cell control system for use in research, drug development, and regenerative medicine applications. The technology delivers simple, standardized methods in control of tumor cells and immune cells. This novel platform enables direct disease insights and control of microenvironment *ex vivo*, with use in drug development applications ranging from novel cancer biomarker discovery to cell-based immunotherapy lead optimization. The company is focused on tools to improve primary cell expansion, transfection and control of cell state, and is generating revenue from the Avatar system launched in 2017.

Brief Description of Position:

The Commercial Operations Coordinator will provide support to the Chief Operations Officer and commercial team in the San Francisco, California office. Candidates for this position must demonstrate a self-motivated, highly ethical work style, strong organizational skills, and strong written and verbal communication skills. The ideal candidate must be able to multi-task and be flexible in a fast-paced high technology environment, possess strong follow-through, attention to detail, customer focus, and have strong interpersonal skills.

Responsibilities:

- Generate CRM reports for management
- Manage inbound/outbound sales and travel logistics as needed; support field sales team and distributor logistics
- Manage and coordinate instrument demo calendaring, communications, shipping and storage logistics. Work with field sales and field scientists to ensure demo instrument and supplies arrive on time to customer site
- Assist in administering customer sales quotes with field sales and corporate finance
- Handle and administer corporate/confidential commercial documents and ensure record keeping
- Coordinate travel arrangements including calendaring customer/key account appointments, media partner meetings, and distributor meetings in addition to transportation, lodging, and site selection
- Coordinate on- and off-site meetings, including but not limited to scheduling, site selection, contract negotiation, travel/transportation arrangements, agenda preparation, arrangements for visitors, and meeting supplies.
- Provide administrative support to COO including calendar management, inbox management and filtering, expense reports, creating/editing correspondence, proposals, presentations, and reports
- Provide office management support including office supplies and management, coordinate office operation invoices and expenses with corporate accounting and administration
- Other tasks as assigned including general administrative duties, filing and organization of information, and taking on special projects with constantly moving priorities that may include assisting in sales event coordination, marketing activities, etc.

Education, Experience, and Skill Requirements:

- 2 to 5 years in a similar marketing, service or sales environment
- Must have strong personal initiative and be well organized, have acute attention to accuracy and detail in all aspects of responsibilities, be results-oriented and be flexible to take on new tasks that routinely pop up in a growing, fast paced, high technology (commercial) environment
- Excellent communication, customer service, time and task management skills
- Sales and marketing experience the life sciences is highly desired
- Ability to display a courteous and professional demeanor at all times and show initiative
- Ability to maintain confidentiality in relation to matters of a sensitive and/or confidential nature
- Must be proficient in Microsoft Word, Excel, PowerPoint, and Outlook
- Ability to learn Salesforces CRM. Prior experience in Salesforce.com is a plus
- Completed some college courses or certifications. Associate's or Bachelor's degree preferred

Other Desirable Characteristics and Attributes:

- Highly motivated self-starter who is comfortable working independently
- Takes a "hands-on" approach to problem solving
- Must be comfortable in an early-stage start-up environment, with a mix of cash, equity, and milestone-based compensation
- Please note if you are legally authorized to work in the United States in your application

To apply, please send a resume and cover letter to careers@xcellbio.com