

OPERATIONS MANAGER

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:

We are seeking an Operations Manager to oversee product manufacturing and service support for our laboratory research instrument products. An ideal candidate will have experience in managing manufacturing operations and vendor management. The candidate should have experience servicing and supporting instruments, and be able to travel to customer sites if necessary. Finally, they should have experience interfacing with contract manufacturers, including the creation and management of manufacturing documentation.

Position Requirements:

Field Service Engineering

- Provides onsite installation of instruments, repairs, and planned maintenance service
- Troubleshoots instrument hardware and software both in-person and via phone/web support
- Develops training materials and conducts or assists with internal training activities for Sales Team and Distributors
- Responds to customer issues with understanding, tact, fairness, and technical knowledge with a focus on solving their issues in an expedient manner
- Maintains up-to-date customer facing product materials such as User Manuals, IQ/OQ procedures, Installation Guides and other Troubleshooting Materials
- Maintains detailed records of field issues, part failures, and customer requests in Salesforce
- Provides hands-on field and depot technical service support for maintenance of Demo and R&D Units
- Provides design recommendations to Engineering to improve product based on issues and needs identified in the field
- Maintains inventory of FRU and other replacement parts to quickly respond to customer needs

Sales Operations

- Serves as a customer-facing conduit between Sales and Accounting for processing purchase orders, fulfillment, shipping, and logistics
- Responds to customer and distributor inquiries regarding shipping status, customers issues, and warranty questions
- Maintains accurate records of product inventory and product placement via processes developed in Salesforce
- Maintains warranty documentation and keep track of the warranty status of products in the field via processes developed in Salesforce
- Provide quotes for service and parts for instruments out of warranty
- Assists Sales Team in scheduling product demos and maintaining calendar for Demo Units and other logistics involved with the Demo Process
- Engages in frequent interaction with Sales, Accounting and Commercial Operations teams to assist with questions and requests

Experience:

- Hold a Masters or Bachelors in an Engineering or Life sciences-related discipline
- Salesforce experience desirable
- Has at least 5 years' related experience in the biotechnology or pharma industry with a primary focus on process development, manufacturing operations and other related operations activities
- Thrives in fast-paced, flexible start-up environment
- Demonstrated experience managing project deliverables, scope, and timeline to ensure the project remains on schedule and within scope
- Communication skills that allow confident delivery of presentations, communication with stakeholders and department heads, and present clear performance expectations
- Experience working in a flexibility environment, working independently, and communicating fluidly with management, remote sales, vendors, and external distributors

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