



Position: Sales Operations Coordinator
Reports To: Vice President of Sales and Marketing
Status: Exempt

POSITION OVERVIEW

We are seeking a highly motivated, independent contributor to join our Seattle-based team as a Sales Operations Coordinator. You will bring your exceptional organizational skills, attention to detail, discretion, and a commitment to excellence to handle the day-to-day sales and marketing operational duties while ensuring impeccable communication and timely execution. If you are driven to organize, create and execute in a collaborative team, within a highly energized start up environment, this is the job for you. The Sales Operations Coordinator will provide administrative support to the Sales and Marketing teams, while ensuring that the complete sales process runs smoothly.

RESPONSIBILITIES

- Manage CRM system/SFDC; including updating data, managing functionality and design, and regular running of sales reports and metrics
- Follow-up with sales personnel to ensure appropriate utilization of Salesforce.com
- Generates and presents reports as directed by CEO and VP of Sales
- Acts as the liaison between Sales teams, customers and cross-functional departments in order to perform and execute Sales Operations activities
- Follows-up on outstanding issues/information by coordinating with customers and relevant departments, and elevating to respective team members if necessary
- Reviews purchase orders to ensure completion of all the information necessary to guarantee successful processing
- Follows-up with Production & Logistics to ensure kits are shipped and delivered in a timely fashion to customers
- Communicates with and engages customers in conjunction with relevant departments to ensure smooth delivery of services
- Able to coordinate activities for the Senior Leadership, primarily VP of Sales and Marketing, including management of regular reporting of sales forecast and metrics
- Contributes to process improvements and standardization of processes within sales and marketing
- Coordinates follow-up between customers, sales, FAS, and Accounting/Finance
- Manage multiple projects simultaneously

EXPERIENCE

- Bachelor's degree
- Minimum of 2 years working in Sale Operations/Administration or a Customer Service environment

- Prior experience supporting Senior Leaders
- Experience with utilization of Salesforce.com
- Effective Communication Skills
- Outstanding track record of successful teamwork with excellent interpersonal and communication skills.
- Prior experience in Sales Operation is a plus.

PREFERRED BACKGROUND AND SKILLS

- Attention to detail
- Customer-centric approach to managing responsibilities within role.
- Demonstrated experience in working and influencing people from diverse backgrounds and departments.
- Strong organizational, written, and verbal communication skills.
- Ability to work well within a team, in a fast paced environment
- Self-starter with the ability to work independently and quickly learn new skills.
- Experience and strong understanding of the utilization and management of Salesforce.com
- Proficient in a variety of office software (email tools, spreadsheets, databases, accounting software such as QuickBooks).
- Process-oriented thinker who is always looking to improve on the status quo.
- Ability to multi-task while maintaining excellent attention to detail.
- Desire to work at a fast-paced startup company with ambitious goals and timelines.
- Your friends would describe you as someone who “just gets it done”.

ABOUT TWINSTRAND

We are a vibrant young company committed to applying a powerful new genomic technology across disciplines to improve human health and accelerate scientific discovery. Our mission is to develop and deliver the unprecedented accuracy of Duplex Sequencing™ for applications in medicine and life sciences where it can do the greatest good for the greatest number of people.

Our business is multifaceted and encompasses internal development projects, external collaborations and empowering of partner organizations. Our mission is strongly rooted in academic principles of responsible citizenship within the broader scientific community, yet executed with the nimbleness of a startup, such that research can be rapidly translated into products that benefit many. To the greatest extent possible, we strive for open sharing of knowledge and discovery through publication.

At TwinStrand we put a premium on creativity, dynamic thinking and a rigorous scientific approach. You will be challenged to push the boundaries of your knowledge, skills and comfort zone and to take ownership of your area of specialty. We expect all team members to take on some form of leadership role over time and mentor new team members as we continue to expand. We want every member of our community to come to work excited each day and able to take pride in the high-quality science to improve human health that they are contributing to.

Our new state-of-the-art NGS laboratory is ideally situated on the Downtown Seattle waterfront overlooking Puget Sound and our genomics team is growing quickly.

Interested applicants should send a resume and cover letter to:

careers@twinstrandbio.com

TwinStrand is an Equal Opportunity Employer