



NEW US FIELD SALES TEAM

Company Description: Crescendo Bioscience is developing a broad range of quantitative, objective molecular tests to provide rheumatologists with deeper clinical insights to more effectively manage patients with autoimmune and inflammatory diseases. The company applies a comprehensive suite of molecular profiling technologies to discover biomarkers and develop diagnostics that help physicians with the diagnosis, prognosis, and treatment of disease. Crescendo is initially focused on rheumatoid arthritis (RA), a debilitating, chronic disease affecting over 1.4 million in the USA and more than 2 million in Europe. Crescendo plans to establish a long-term partnership with clinicians by providing comprehensive diagnostic, prognostic, staging, therapy selection and monitoring capabilities to improve outcomes throughout the continuum of care. All testing will be performed at our own specialized, CLIA-licensed laboratory.

Position: Manager, Customer Service

Locations: South San Francisco, CA

Crescendo Bioscience is building a new sales team, and we need to hire an experienced, creative and dedicated manager to create a premium customer service group at the Company HQ in South San Francisco.

We are looking for experienced, confident customer service manager who can join the Commercial Team alongside Marketing & Sales. The challenge is to define the specific requirements for our customer service needs, then design and build out this group over a period of several years. The primary functions that will be assigned to this Customer Service Team include, but are not limited to, the following:

- Staff a Hotline for incoming calls from medical professionals and their patients
- Provide technical support to medical practices and their office staffs
- Respond to reported problems or complaints in a timely fashion
- Support Field Sales Representatives with account-specific information
- Intelligently handle stray calls from investors, the news media or job-seekers

Product Description

Crescendo is developing a series of high-value diagnostic service products to characterize disease biology for individual patients afflicted with autoimmune disorders. Our first panel of diagnostic assays will provide new, quantitative insight for rheumatologists who manage patients with rheumatoid arthritis (RA). These tests will all be performed at our dedicated clinical laboratory in California. Each test generates a score that relies on multiplex, algorithm-driven results from the proteomic analysis of serum specimens submitted to our lab by treating physicians. We anticipate that rheumatologists will order repeat testing on many of these patients throughout the continuum of care, given the wide range of disease activity that can manifest in the heterogeneous RA population.

Requirements

- College degree (BS or BA)
- 5 years experience in customer service roles (health care preferred)
- Prior managerial experience with hiring and budget authority
- Must be authorized to work in the United States on a full-time basis for any employer
- Licensed to operate an automobile
- Proficient in English: writing and speaking
- Must meet US Lab Industry employment requirements
- Strong, recent professional references

Competitive Profile

The most competitive candidates will have over 10 years experience in customer service (CS), with a track record of success supporting scientifically complex products for a specialty medical audience. In particular, those with recent experience building a CS new team from scratch will command our attention. Given the close relationship we envision with field sales, candidates who previously worked in sales positions will be more likely to understand the challenges our sales team will face, and this would be a competitive advantage. Plus factors will include an educational background in the life sciences, real experience as a health care provider, demonstrated success supporting novel diagnostic products that are first-in-class and a comfort level with complex medical information. In addition, an affinity for smaller companies, and an understanding of the risks that attend any VC-backed, pre-IPO start-up venture will be important to us.

Intelligence, energy, professionalism, discretion, judgment, an unwavering commitment to premium customer service and the highest ethical standards are all attributes we will prioritize in our hiring.

The Crescendo Bioscience leadership team has broad and relevant experience from top-tier biotechnology, reference lab and PGx organizations. We will hold this new Sales Team to the same high standards.

Compensation

Competitive packages will be offered to attract and retain the best talent we can find. Details are TBD.

Crescendo Bioscience is an equal opportunity employer.

PRINCIPALS ONLY PLEASE – We will not accept submissions from agents or recruiters seeking to place candidates for these positions.

Contact: salescareers@crescendobio.com

KEYWORDS:

- Customer service
- Healthcare
- Personalized Medicine
- Diagnostics
- Start-Up
- Biotechnology
- New Team