

Sales Support Administrator (Front Desk)

About the job

The Sales Support Administrator will be responsible for coordinating and supporting sales office operations in the local office. The ideal candidate will have a strong service background, attention to detail, a high understanding of technology, amazing organizational skills and a willingness to be part of a team. Job duties will include administrative, technology and Company system support, processing, ordering supplies and other administrative and customer service duties as assigned.

This role will be based in our Rockville, Maryland office.

Responsibilities

As part of the Sales operations team and under general supervision:

- Duties to include greeting and directing visitors at the reception area; answering the phone, transferring calls, providing information, etc.
- Receive, sort and distribute the emails, mails and packages
- Submit information into spreadsheets, databases, and customer relationship management systems
- Examine sheets of data and generate periodic sales reports
- Manage the implementation of projects and customers closed by the sales team
- Communicate with cross functional teams to expedite the needs of customers
- Provide general administrative support to the Sales department as requested by the management team

Minimum Qualifications

- Associate's degree or higher required (Life Sciences, preferred)
- 3+ years of customer service experience
- Proficient in using Microsoft Word, Excel and PowerPoint and other applications
- A team player that can work cross-functionally in a fast-moving company environment
- Strong organizational skills and the ability to handle multiple deadlines
- Intense attention to detail with accuracy and consistency
- Excellent oral and written communication skills including the ability to communicate with all levels within and outside the company
- Capacity to work independently with minimal supervision
- A passion for science and an eagerness to learn
- Candidate must have residency in the United States

Benefits

- Medical, dental, and vision insurance (Monthly insurance premium is covered 100% by the employer)
- 401(k) Plan + company match
- Cashable/Non-cashable time-off vacation
- Long-term employment cashable vacation
- 2-hour off for an annual check-up
- Money Gifts for congratulatory/condolences
- Wellness programs and self-improvement allowances
- Lunch allowance and drinkware reimbursement
- Mask compensation

Company Overview

Psomagen, Inc., founded in 2004 in Rockville, MD, is at the forefront of genetic and genomic testing. The company offers cutting-edge genomic services through next-generation and Sanger sequencing with data analysis services for applications in basic research and clinic diagnostics. The service laboratory has been certified under the Clinical Laboratory Improvement Amendments (CLIA) and accredited by the College of American Pathologists (CAP), which demonstrates the highest level of quality and safety in the market.

Listed on the KOSDAQ in July 2020, the company is rapidly expanding its business from B2B to B2C and from Research to Clinical markets. The company has broadened the capabilities in the healthcare space such as at-home kits for analysis of genetic traits and microbiome profiles. With CLIA-certified and CAP-accredited laboratories, the company is looking to further expand service offerings in the clinical laboratory diagnostics market such as a laboratory-developed test (LDT) for COVID-19.

How to apply

Please send us your resume + cover letter to apply@psomagen.com with e-mail titled as “[Application] Sales Support Admin”. Please feel free to contact us regarding any questions or concerns.