

KEY CUSTOMER CONTACTS

CONTACT

Client Delivery

RESPONSIBILITIES

- Serves as the primary contact for customer testing programs, once a signed quote and P.O. are provided.
- Handles requests for setup in ATOS (Advanced Therapies Ordering System) and provides customer training on ATOS and SSF (Sample Submission Form) sample submission process, as applicable.
- Responds to customer inquiries, such as turnaround time, status of testing, ATOS and SSF submissions, etc.
- Obtains routine forecast and shipping schedules.
- Documents and obtains approvals for project scope changes.
- Provides timelines for custom projects.
- Assists in escalation/engagement of additional departments as needed, such as Quality, Regulatory, or SMEs.

Account Manager

- Responsible for overall customer relationship – understanding customer needs, confirming Advanced Therapies capabilities, and assessing how best to support customer goals.
- Initiates quotes for all new services, custom projects and renewals.
- Coordinates new account setup, including access to ATOS, if applicable.
- Provides introductory instructions for sample requirements and sample submission.
- Assists in coordinating customer forecast and shipping information.

Sales Operations

- Issues quotes, processes returned client-signed quotes and P.O.s, and distributes to internal team.

Credit Manager

- Serves as primary contact for invoicing and payments.