



Customer Service Representative

BioPorto Diagnostics is expanding with an open role for a Customer Service Representative needed immediately in Needham, MA. This full-time role will be a key member of the team supporting customers through the various touch points from inbound inquiries to quote creation, order processing and shipment, and payment collections. Work hours will be flexible to coordinate with customers across the United States and our colleagues in Denmark.

About BioPorto

BioPorto is an in vitro diagnostics company focused on saving lives and improving the quality of life with actionable biomarkers – tools designed to help clinicians make changes in patient management. The Company uses its expertise in antibodies and assay development, as well as its platform for assay development, to create a pipeline of novel and compelling products that focus on conditions where there is a significant unmet medical need, and where the Company's tests can help improve clinical and economic outcomes for patients, providers, and the healthcare ecosystem.

The Company's flagship product is The NGAL Test, which has been designed to aid in the risk assessment of Acute Kidney Injury (AKI), a common clinical syndrome that can have severe consequences, including significant morbidity and mortality if not identified and treated early. With the aid of The NGAL Test, physicians can identify patients potentially at risk of AKI more rapidly than is possible with the current standard of care measurements, enabling earlier intervention and more tailored patient management strategies.

Your Role

Your areas of work will vary, but your primary tasks will be:

Customer interactions, direct or with the commercial team

- Inbound inquiry response, triage, logging in CRM (Salesforce), and communication to appropriate team members
- Quote and vendor set up support, as needed
- Order processing including Navision-specific steps of customer file creation, acknowledgment creation, picklist, shipments, invoicing, and connected steps in the CRM (SFDC)
- Aging accounts collection through calls and emails, as directed by the finance team

Project support

- **Office:** supplies, local meeting coordination, facilities communication
- **Commercial:** trade show and event logistics, coordination of data across systems, review/edit of documents, field team and partner channel support as requested, new vendor files
- **Finance:** new customer set up, collections calls/emails monthly, reports on-demand and monthly for internal teams

Your Qualifications

- Minimum of 3 years of relevant experience
- Experience with Navision (or other finance/accounting programs) as well as Salesforce.com
- Excellent communication skills for phone, email, and web meetings
- Excellent project management skills
- Proficient in Microsoft Office including Word, Excel, PowerPoint, and Customer Relationship Management Systems (CRM), specifically Salesforce.
- Structured, detail- and results-oriented mindset
- Ability to work with a team and individually with minimum direction
- Strong grammar, editorial, graphic design, and social media skills are a plus
- Knowledge and experience with the US hospital market, novel biomarkers, NGAL, or acute kidney injury preferred

Additional Information

Please send your application and CV using the link below as soon as possible.

<http://www.bioporto.com/careers>

Your application will be treated with confidentiality.

BioPorto Diagnostics, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.