

FIELD APPLICATION SPECIALIST, PLURIPOTENT STEM CELL PRODUCTS

STEMCELL Technologies Inc. is a privately-owned biotechnology company based in Vancouver that helps power leading-edge life science research around the world. Scientists performing stem cell, immunology, cancer, regenerative medicine and cellular therapy research are among those who rely on our cell culture media, cell separation products, instruments, ancillary reagents and contract assay services. We create novel, useful, standardized products of unfailing quality and deliver them to more than 70 countries via our many regional offices plus distribution centres in Vancouver, Seattle, Grenoble and Singapore. Driven by our love of science and our passion for quality, we see ourselves simply as “Scientists Helping Scientists” – standing by our customers to provide outstanding products, technical support and training. We have over 650 science-oriented employees globally, including 100 PhDs/MScs, with most others holding a BSc or engineering degree. STEMCELL is proud to be the largest Biotechnology employer in BC.

The Field Applications Specialist will provide scientific and technical support for customers and Sales Representatives related to our human pluripotent Stemcell biology product lines. The purpose of this position is to create value for our customers and build on STEMCELL’s reputation for delivering outstanding customer service resulting in revenue growth.

DUTIES AND RESPONSIBILITIES:

- Work with Sales Representatives to perform routine and technically challenging demos for customers/potential customers as required
- Develop and present product specific lectures to pluripotent research accounts across North America
- Perform workshops/training courses for researchers new to the PSC field
- Respond to and document customer complaints to ensure resolution in a timely manner (work with Technical Support Staff, RND Scientists and Product Marketing Manager as required)
- Visit key labs to trouble shoot and optimize protocols; travel required
- Execute and assist in the product education of in-house personnel, customers, and distributors
- Teach and train customers and staff on the use of products
- Identify new applications and product-enhancement opportunities in anticipation of customer needs and competitive offerings and feedback to RND scientists and Product Marketing Manager
- Work with Sales Manager and other Field Application Specialists to prioritize work with customers
- Represent STEMCELL Technologies at conferences, workshops and trade shows as required
- Perform analysis on demos and market as required
- Assist in revenue generation to meet revenue targets

QUALIFICATIONS:

- BSc, MSc or PhD in Biology, Biochemistry or an Applied Science
- Experience with mammalian tissue culture is a must
- Excellent communication, interpersonal, and critical thinking skills
- Strong time management and organizational skills
- Skilled presenter, able to deliver technical information to both experts and non-experts alike
- Ability to work effectively both independently and as part of a dynamic team
- Ability to explain scientific and technical information to both experts and non-experts alike
- Excellent trouble-shooting and customer service skills
- Experience with human pluripotent stem cell culture and STEMCELL’s human pluripotent stem cell products is an asset
- Sales experience and additional languages would be assets

This is an opportunity to work with highly motivated colleagues in a science-oriented, creative and dynamic environment. We offer a competitive salary, excellent benefits and significant career development opportunities. If you are interested in this challenging and rewarding position, please [apply here](#).