

## Job Description: miniPCR bio Operations Director

**Overview:** We are seeking to onboard an experienced operations professional to help design, implement and optimize new workflows across core business functions. Key processes in scope are in customer service, order intake and fulfillment, vendor and supply chain management, finance and accounting. The candidate will help implement and operationalize a new cloud-based ERP system.

**Location:** Arlington, MA

**Start date:** April 2021

**Hours:** Monday – Friday, 8 hours/day, flexible start/end times to be agreed upon.

**Reports to:** Co-founders

**Benefits summary:** Vacation, health (90%), dental (90%), employer 401K contribution (4%).

Headquartered in Cambridge, Massachusetts, miniPCR bio is a global life sciences company built by a team of scientists and is engaged in the design, development and manufacture of advanced biotechnology systems, products and services. The company specializes in the development of equipment and curriculum with the goal of expanding access to biotechnology for everyone, everywhere. Through this role you will join our team's mission to democratize science, and work with a dynamic, passionate, and entrepreneurial team.

### Key Functions

#### ERP implementation

- Implement and optimize new cloud-based ERP system
- Design workflows across the value chain
- Optimize key modules: customer, vendor, production, fulfillment

#### Order intake and management

- Implement workflows for purchase orders, e-commerce, and telephone orders
- Integrate shipping and international export processing
- Manage warehouse for order fulfillment

#### Customer service

- Design customer support workflow for incoming telephone inquiries
- Monitoring and tracking of order status, ensuring customer success
- Support marketing activities: travel to conferences, product demos

#### International business development

- Devise annual pricing strategy for international partners
- Manage distributor relationships and satisfaction

#### Finance and accounting

- Optimize core processes for invoicing, payments, and accounts receivable tracking

- Design and implement vendor management and accounts payable processes

#### **Business strategy**

- Report quarterly sales and financial performance and develop forecasts
- Analyze product and segment productivity

#### **Other duties as assigned**

#### **Required Skills & Abilities**

This position will be at the core of our business operations and administrative processes. The ideal candidate will have a proven track record in core business operations at an executive level. They will be polished oral and written communicators, highly detail oriented, and have team management experience.

#### **Essential skills and experience include:**

- AA or Bachelor's degree (achieved or in progress) or equivalent work experience
- 4+ years of administrative/operations work within a corporate environment
- Familiarity with QuickBooks and ERP systems
- Comfortable in Excel, Word, Thunderbird
- Familiarity with Google Drive and Google Workspace environments
- Strong problem-solving skills
- Customer service orientation
- Ability to work independently as well as successfully manage a team

#### **Highly desired skills include:**

- Previous experience with QuickBooks Desktop, Odoo ERP
- Biomedical, scientific, or K-12 education background a plus

Email cover letter and resume to Sebastian Kraves ([team@minipcr.com](mailto:team@minipcr.com))