



Job Title: Sales Support and Account Manager (Remote and Office-based, Eden Prairie, MN)

Collagen Solutions is a global leader in collagen-based biomaterials supply and development for use in research and diagnostics, medical devices, and regenerative medicine. We are an exciting fast-paced growth company, wholly owned by Rosen's Diversified Inc's Life Sciences Division and are looking for high caliber team members passionate about our vision:

To be the industry's first choice for regenerative biomaterials.

We are looking for a customer-centric, driven individual with a diverse set of sales and sales support skills and a "can-do" attitude who will be a key Commercial Team member and be responsible for:

- Assisting the Commercial Team with various Sales Support activities.
- Owning and managing the on-going business relationship with a select set of current customers.

Job Duties:

- Own, manage and be personally accountable for a select list of low-mid tier accounts.
 - Routinely reach out to customers to assess reorder needs, changes/progress to their business, and future new opportunities such as additional products to purchase, development projects and contract manufacturing.
 - Build trusting and productive relationships with these customers, establishing yourself as their primary point of contact for all COS related business.
- Manage and triage the initial qualification of inbound inquiries/leads.
- Assist in the preparation of customer quotations and proposals.
- Act as Commercial liaison with the various Customer Service leads at the Glencoe MN, Glasgow UK, Marton NZ sites.
- Provide support for various CRM activities such as:
 - Entering sales orders
 - Updating customer records
 - Entering and updating sales pipeline information
 - Running reports as requested
- Work with Quality, R&D and Operations to address various customer requests, including but not limited to:
 - Document requests (CofA's, technical paperwork, etc.)
 - Coordinating responses to various technical questions, delivery timeframes, inventory levels, etc.

NOTE: This description is not intended to be all-inclusive. An employee may perform other related duties to meet the ongoing needs of the organization; these duties are considered marginal.

Requirements:

- 2 - 4 years of Customer Support and Service and/or inside Sales experience (biomedical or B2B industries preferred).
- Bachelor's Degree with preference for marketing, biology, or life sciences.



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- Proficient in Microsoft Office, and CRM systems. NetSuite CRM experience preferred.
 - Exceptional organizational, communication, and interpersonal skills.
 - Ability to travel domestically and possibly globally (~10%-20%; as travel policies allow).
 - Ability to work independently with multiple company locations and remote supervision.
 - Allowance for relocation to MN is not provided.

Notice to Search Firms: We are not seeking assistance or accepting unsolicited resumes from search firms. We will not pay any placement, referral or other fees to any search firms unless we have agreed otherwise in a valid, written agreement.

Collagen Solutions, Inc. is an Equal Employment Opportunity / Affirmative Action Employer. *All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other legally protected status. Applicants with a disability who require a reasonable accommodation for any part of the application or hiring process can contact Human Resources at the location(s) where you are applying. Collagen Solutions, Inc. will not discriminate against applicants who inquire about, disclose or discuss their compensation or that of other applicants. Collagen Solutions, Inc. participates in the E-Verify program in certain locations as required by law.*