



Position: Client Services Representative

Noble Life Sciences (Woodbine, MD) is a preclinical contract research organization (CRO) providing services in the fields of the drug, vaccine, and medical device development and testing. Services offered range from early product discovery to GLP-compliant studies for regulatory submissions. The company offers integrated preclinical drug development services including cellular and animal disease model design and development, non-GLP and GLP efficacy, toxicity, biodistribution, and product release studies in a broad range of animal species.

You can learn more about our company and our values at www.noblelifesci.com

What's in it for you:

Noble Life Sciences is a fast-growing company, with a lot of personal and professional growth opportunities. We pride ourselves on having close-knit people who are leaders in the life sciences industry. We recognize top talents and provide pathways to prosperity for those willing to put in the work by ensuring we actively promote from within. If you are looking to grow personally and professionally, this is a great opportunity for you. We offer:

- Competitive pay
- PTO and holiday pay
- Health, Dental, and Vision insurance
- Health savings account
- Life and disability insurance
- Matching 401K
- Tuition reimbursement program

Job Summary

The Client Services Representative will work with sales, scientific and operations team to coordinate and execute the provision of statements of work for in vivo and in vitro projects while ensuring that all information and documents are put into centralized databases.

In this role you will:

1. Prepare project cost sheets, quotes and Statement of Work (SOW) for all clients and provide the drafted SOWs to the sales managers and scientists
2. Communicate with sales, operations, and technical staff to ensure SOWs are technically accurate, priced correctly, delivered in a timely manner
3. Manage execution of CDA, NDA, MSA, SOWs, and RFPs
4. Facilitate revisions to the quotes and update the proposal package when requested
5. Request quotes for subcontracted services
6. When assigned, follow up with clients to ensure that proposals are complete and meet their needs
7. Serve as backup for the Sales Team, as required
8. Maintain proprietary company project database and input study and client information and create billing schedules



9. Maintain and update the client code master list
10. Create and maintain company-wide file system including paper and digital files that follow specific nomenclature as specified by standard operating procedures
11. Assist with updating, maintaining, and pulling reports from applicable databases/CRM
12. Support acquisition and maintenance of government-funded contracts from preparation and writing RFPs to ensure compliance of all client documentation to contractual specifications
13. Provide budgets and support letters for client grant applications
14. Assist in billing and invoicing activities as needed
15. Assist in accounts receivable (AR) including tracking payments, contacting clients to secure payments, and maintaining AR files as needed basis
16. Work closely with accounting and scientific departments to ensure accurate client billing, reporting, and study schedules as needed
17. Distribute monthly billing schedules to study directors and adjust estimated study completion dates in the database accordingly, as needed
18. Perform all other related duties as assigned

This is for you if you are:

- Capable of working independently with minimal supervision.
- Able to handle multiple tasks, and effectively prioritize based on sales goals.
- Strong communication and interpersonal skills.
- Strong organizational skills and attention to detail required.
- Proficient in Microsoft Office programs such as Teams, Excel, Word, and PowerPoint
- Ability to work effectively and efficiently to meet deadlines.
- Understanding of business/sales process desirable

Ideally, we'd like to see:

- Associate degree (A.A./A.S.) or equivalent in science, business, or marketing-related discipline. Bachelor's degree preferred.
- Experience in contract research, contract manufacturing, and/or pharmaceutical setting preferred.
- Direct animal research experience either as a technician or researcher is also desirable.
- An equivalent combination of education and experience may be accepted as a satisfactory substitute for the specific education and experience listed above.

Salary:

DOE

Position Type

Full time



Where you will be working:

On-site

Physical Requirements

The physical demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit, use hands to handle or feel, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The work environment may consist of moderate noise (i.e. business office computers, phones, printers, and light traffic). The employee must have the ability to work in a small cubicle and the ability to sit at a computer terminal for an extended period.

Equal employment opportunity

At Noble Life Sciences, we are passionate about diversity, equity, and inclusion. Our mission is to provide pathways to prosperity for those willing to put in the work. As such, we pride ourselves in being an equal-opportunity employer and encourage applications from diverse backgrounds to apply.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified.

*** As a condition of employment with Noble Life Sciences, you are required to provide proof that you are fully vaccinated for Covid-19. Accordingly, employment is conditioned on providing proof of vaccination prior to starting employment. Noble Life Sciences provides reasonable accommodations consistent with legal requirements ***

Qualified candidates interested in this opportunity are encouraged to apply on our website: www.noblelifesci.com

Thank you for your interest! We really look forward to hearing from you.