

Scientific affairs manager

About Us

MedGenome is a pioneering genomics-driven research and clinical diagnostics company, with a mission to improve global health by decoding the genetic information contained in an individual's genome. The Company's unique access to genomic, clinical, and phenotypic data provides insights into complex diseases at the genetic and molecular level to transform the practice of personalized medicine and clinical drug discovery.

Founded in 2013, MedGenome is headquartered in the Bay Area of California, and has operations in the United States and India. It is the market leader for next generation sequencing and genetic diagnostics in South Asia, and is now expanding globally across North America, Europe, the Middle East, and Africa. MedGenome has over 1,000+ global employees and is backed by leading investors including Novo Holdings, LeapFrog Investments, Sequoia, IFC, and Sofina. In 2022, the Financial Times named MedGenome the Winner of the Transformational Business Award, a global program highlighting ground-breaking, long-term solutions to major development issues.

The Company's North America business focuses on Clinical Research Services, Precision Medicine, and Bioinformatics, providing sophisticated next generation sequencing services, bio-marker identification, and bioinformatics capabilities for US-based pharmaceutical and biotechnology companies, as well as leading research universities. This North America segment is rapidly growing, and is a critical element of MedGenome's global business and will only rise in importance over the coming years. For more information, please visit <https://research.medgenome.com>.

About the role

MedGenome is excited to be hiring a Scientific Affairs Manager. You will be a pivotal member of our core sales team, contributing significantly to our sales efforts. Your role will involve enhancing technical sales processes through expert presentations, tailored solution demonstrations, and responding to customer inquiries. You will ensure our customers receive unparalleled technical support and service, fostering strong customer relationships and satisfaction. Given the nature of the role, the candidate should expect occasional travel for client meetings, presentations, and team collaborations. The role requires the candidate to work at our company office in Foster City, California.

Key responsibilities include

- Actively support the sales team in technical presentations, showcasing our solutions and products in a way that resonates with our diverse customer base.
- Understand customer requirements and assist in tailoring solutions that meet their NGS needs.
- Maintain up-to-date knowledge of NGS technology, applications, and competitive landscape.
- Develop and maintain strong relationships with customers, acting as a technical liaison between the sales team and clients.
- Address customer queries with technical expertise, providing clear, concise, and effective solutions.
- Collaborate closely with fellow sales team members and business function leaders in the US, as well as coordinate with our global team in Bangalore, India.
- Contribute to the development and refinement of sales strategies, leveraging technical knowledge to enhance our market position.
- Play a crucial role in the success and growth of the company, with high visibility both internally and externally.
- Participate in conferences, workshops, and other marketing events to promote company products and gather market intelligence.

About you

We are looking for an exceptional colleague, one who is a team player and has demonstrated a commitment to research and excellence to create a lasting impact. You have exceptional verbal and written communication skills and have the ability to simplify technical knowledge. You thrive in a fast-paced entrepreneurial environments, and you bring analytical rigor in your approach and working style. You are excited at the prospect of interacting with customers, colleagues, and investors to support and grow our business.

Qualifications and experience

- Life sciences education background with a bachelor's or equivalent degree.
- Must have technical Next Generation Sequencing knowledge.
- 2-5 years of experience in project management or customer support in NGS services or experience as technical staff in academic core NGS labs is desirable.
- Experience writing, editing, and preparing technical presentations.
- Highly capable in using Microsoft Office suite, with experience in preparing presentations.

Personal traits and characteristics


- Strong understanding of next generation sequencing technology and its applications, enabling effective communication of complex information to customers.
- Ability to identify and resolve issues promptly, providing practical and innovative solutions to technical challenges faced by customers.
- Proficient in both verbal and written communication which is necessary for explaining technical concepts to nontechnical audiences and for preparing clear, informative documentation.
- A strong focus on customer needs, with a commitment to providing high-quality support and service.
- Ability to collaborate effectively with sales teams and other departments to achieve common goals.
- Flexibility to adjust to new technologies, products, and changing customer requirements.
- Attention to detail in understanding customer requirements and providing accurate, relevant information.
- Skill in analysing customer needs and technical requirements to recommend suitable products and solutions.
- Strong interpersonal skills to build and maintain positive relationships with customers and colleagues.
- Proficiency in managing multiple tasks and priorities, maintaining efficiency and organization.
- Basic understanding of sales principles and customer buying behaviour, aiding in effective support of the sales process.
- Eagerness to continuously learn and stay updated with the latest industry trends and product knowledge.
- Patience in dealing with complex customer queries and persistence in following through with solutions.
- Awareness of different business practices and cultural nuances, particularly when dealing with a global customer base.
- Maintaining a high degree of professionalism and ethical standards in all interactions.

Please e-mail your CV to careers-us@medgenome.com

Get in touch

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 research.medgenome.com

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