

Director of Customer Satisfaction and Quality

Full Time – Bozeman, MT

Golden Helix is a leader in genetic software tools and services. We're known for developing high-end genetic analytics software to enable and empower the genetics research and translational genomics community. The Director of Customer Satisfaction and Quality is a coach-player type role that will serve as the leader of our legendary team of field application scientists to ensure customer technical questions are answered accurately and in a timely manner. Additionally, this position will ensure that our field application scientists are effectively supporting our sales process with high quality pre-sales demonstrations of GHI software products, customer training, and content generation for marketing. This role ensures that Golden Helix Software products are robust and stable by working closely with our Engineering team. This role requires both the ability to take over a portion of the overall workload, but also to oversee the team and the processes that we put in place to run this function.

Duties

The essential duties in this role:

- Provide high quality expertise to prospective clients
- Ensure there is adequate support and training for all of our clients
- Ensures high level quality of all GHI products and processes
- Oversee our team of Field Application Scientists
- Strong collaboration with Sales, Marketing and Engineering

Field Application Services

- Supervise the Field Application Scientist(s) and perform the duties of the FAS in selected cases.
- Work strategically with Account Managers to engage in scientific discussions with prospects and customers, cultivate relationships and leverage strong scientific knowledge to identify and understand customer problems, and provide solutions that utilize Golden Helix's technology.
- Work with Sales to ensure high customer satisfaction, ensuring high renewals rates.
- Provide in-depth product demonstration within the context of the prospect or customer's research field and application. Demonstrations will primarily be given via scheduled webinars and over the phone.
- Serve as a project manager and/or consultant for customers on fee-based and collaborative research projects, establishing relationships and interacting directly with customers, in person, on the phone, and via webinar.
- Serve as the key point of contact on services engagements and assist the sales team with obtaining new service engagements.
- Draft and present proposals for services engagements.
- Assist with the implementation and evaluation of novel methods, including the application of these and existing methods, to further genomics research internally and for customers.
- Provide guidance to the Product Development department on requirements communicated by clients and prospects.
- Keep abreast of the latest developments in the next-gen sequencing space

Technical Support

- Responsible for Golden Helix technical support, ensuring that technical support questions are answered in a timely and accurate manner.
 - Manage Golden Helix technical support staff.
 - Provide technical support for customers and employees via email, telephone and/or webinar when escalated or in the absence of technical support staff.
 - Provide technical training for customers via webinar or on-site presentations.
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- Create and document scripts for use by customers and employees.

Quality Assurance

- Work with account managers and marketing to prioritize new features to add to existing software.
- Work with the software team on the design and development of new and existing products.
- Recommend program improvements to software engineers.
- Work with the VP of Product Development to coordinate development of new and existing software products.
- Set up and follow through of software testing processes and procedures.
- Write, revise and verify quality standards and test plans.
- Evaluate and test new software features and modifications to existing products to ensure software functions according to user requirements and conforms to established product guidelines.
- Learn and analyze software programs, including vendor-provided programs to test product compatibility.
- Write technical software documentation and maintain the software manual.
- Create tutorials describing data analysis workflows.
- Assist with research and development in emerging fields

The qualifications for this role include:

- MS in Life Sciences, Computer Science, Mathematics or Statistics
- Experience with genetics and statistical genetics analysis work
- A minimum of 5 years of experience in customer service, with demonstrated success of managing a high-quality customer service team.
- Strong analytical and organization skills.
- Strong oral and written communication skills.\Supervisory and management experience.
- Occasional overnight travel required.

This is a Full-Time position located in our Bozeman, MT office (no relocation offered), with a generous benefits package including paid time off, paid holidays, health insurance, and 401(k).

Contact Information

If you are interested in this challenging and rewarding position with a fun and exciting company, please send your resume to personnel@goldenhelix.com. No cover letters please – just tell us in your email about yourself and why you would be a great fit for this position.
