



Company Overview:

Miach Orthopaedics, Inc., a commercial stage, privately held company located in Westborough, Massachusetts, is dedicated to developing bio-engineered surgical implants for connective tissue restoration. The company's initial focus is on ACL injuries. The company introduced the BEAR[®] (Bridge Enhanced[®] ACL Restoration) Implant for commercial use in October 2021. The BEAR Implant, pioneered by Martha Murray, M.D., at the Boston Children's Hospital Department of Orthopaedic Surgery, is the first technology to clinically demonstrate that it helps regenerate a patient's own ACL tissue. The current standard of care for treating ACL ruptures is reconstruction, which replaces the native ACL with a graft harvested from the patient or from a deceased donor.

Position Overview:

Reporting to the Senior Director of Marketing, the Marketing and Customer Service Associate is a highly motivated, dependable, and proactive administrator who can prioritize multiple projects while supporting the sales, marketing, and customer service teams. This hybrid role is located in the Greater Boston area and will require at least 3 days per week in the Westborough, MA office.

Duties/Responsibilities:

- Provide administrative support to the sales and marketing teams.
- Procurement of supplies for field-based labs and new hire training events.
- Track and maintain marketing assets and demo equipment.
- Monitor marketing collateral usage and maintain inventory.
- Assist with event planning as needed.
- Provide support to Customer Service Manager
 - White glove responses to customer inquiries (email and phone)
 - Reconciling of daily sales reports, invoices, and PO's
 - Warehouse support for product shipment
 - Analysis of surgeon and account level data
 - Population of weekly sales data to commercial leadership
 - Maintenance of surgeon locator

Requirements:

- Outstanding communication skills, both written and verbal
- Highly organized and detail-oriented, with excellent time management, prioritization, and emotional intelligence under pressure
- Ability to effectively multitask and switch between multiple projects at different stages.
- Strong discretion when evaluating and disseminating information.

- Demonstrated ability to work with multiple cross-functional teams.
- Agile and conscientious self-starter who thrives in a fast-paced environment.
- Proficient in Microsoft Office
- Ability to work remotely from time-to-time
- Ability to work at a computer for extended periods of time
- Ability to lift up to 25 pounds
- Work-related travel < 10%

Education/Experience:

- Bachelor's degree in Communications, Marketing, or Business.
- Previous experience in high-growth environment
- 3-5 years of related working experience

Miach Orthopaedics actively recruits individuals with an entrepreneurial spirit and drive for excellence. We offer comprehensive benefits and competitive compensation packages. Miach is an equal opportunity employer and is committed to providing equal employment opportunities to all qualified candidates and employees.

Interested candidates should submit a cover letter and resume to our Human Resources Department at hr@miachortho.com. Please include the job title of the position you are applying for in the subject line. Please note that agency phone calls or submissions will not be accepted at this time