

Customer Service & Sales Analytics Operations Manager

Company Overview:

MIACH Orthopaedics, Inc. is a privately held company located in Westborough, Massachusetts, dedicated to developing bio-engineered surgical implants for connective tissue repair. The company's initial focus is on the Bridge-Enhanced® ACL Repair (BEAR®) technology as a viable alternative to conventional ACL reconstruction for patients who have sustained an ACL injury. The BEAR technology was pioneered by Martha Murray, M.D., at the Boston Children's Hospital Department of Orthopaedic Surgery with initial research funding provided by the NFL Players Association, Boston Children's Hospital and the National Institutes of Health.

The BEAR implant is designed to help regenerate a patient's own ACL tissue. It does not require a second surgery to remove a healthy tendon from another part of the leg or using a deceased donor's tendon.

The physician simply inserts the BEAR implant between the torn ACL ends and injects a small amount of the patient's own blood in the implant during a minimally invasive arthroscopic procedure. The combination of the BEAR implant and the patient's blood enables the body to heal the torn ends of the ACL back together.

Clinical studies have demonstrated that the BEAR implant restores torn ACL quality and size similar to a patient's non-injured ACL. It is hoped that by providing more normal anatomy and function of the knee, a higher percentage of patients will be able to return to activities they enjoy.

Currently, the BEAR implant is an investigational device and is only available in FDA approved clinical trials.

Position Overview:

Reporting to the Vice President of Sales and Marketing, the Customer Service & Sales Analytics Operations Manager is responsible for developing the groundwork for all stages of the sales process ensuring that sales activities are best supported and conducted in accordance with Miach Orthopedics' policies. This position has a wide range of duties and responsibilities, basic project management, order processing, sales analytics, troubleshooting, problem solving, tracking, and reporting, sales support, and other assigned activities.

Duties/Responsibilities:

- Manages the day-to-day functions of the customer service process.
- Utilize, update and upload information into Fishbowl® ensuring all information is accurate, accessible, and as up to date.

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- Manage Contracts for sales organizations ensuring that executed contracts are filed in SharePoint.
 - Ensure that all Sales Orders are in the Fishbowl System and that there is accurate information regarding cases performed, items used, surgery date and physician.
 - Work closely with the sales organization and management teams to ensure knowledge of location of inventory. Reconcile inventory on a regular basis. Provide information to VP Sales & Marketing of any discrepancies.
 - Perform analysis from the various sales reports to inform leadership team of metrics and trends.
 - Responsible for guiding employees with the credentialing process. Help with reaching out to the proper person to get the required documents for compliance.
 - Perform miscellaneous duties and projects as assigned and required.

Education/Experience:

- BA/BS, in business a plus, or a 4-year technical degree in related discipline
- Experience in medical device company required
- 2+ years of experience in a medical device service capacity in a professional environment a plus
- Experience with Office365 suite, specifically PowerPoint
- Working knowledge of Fishbowl, a plus

Requirements:

- Ability to 'roll-up' sleeves and do what it takes to get the job done
- High energy with a 'can-do' attitude
- Excellent verbal and written communication skills
- Self-starter with excellent time management skills
- Must have strong attention to detail and be highly organized
- Ability to communicate at multiple levels of the organization and is effective in presenting their point of view
- Strong interpersonal skills with ability to collaborate effectively across the organization
- Strong PC skills creating spreadsheets, databases, reports

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.
