



Job Description for  
**ACCOUNT MANAGER, Life Sciences**

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**Employee:**

**Location:**

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**Summary:**

An Account Manager (AM) is assigned full time on-site to a specific customer account facility. The Account Manager's primary responsibility is to oversee all aspects of the Renovo Life Science Asset Management program and communicate daily with the site customer representative (sponsor) to ensure quality and performance are met. The AM is responsible for all aspects of on-site account management and supervision of all service personnel assigned to him/her. Must maintain an exceptional relationship with the account sponsors, facility staff, equipment end users, vendors, and service personnel. The Account Manager is required to demonstrate excellent customer service, administrative, and organizational skills. Due to the multi-faceted management responsibilities, the Account Manager may spend up to 100% of their time on administrative tasks.

**Essential Duties & Responsibilities:**

- 1. Leadership and Communications:** Must exhibit excellent leadership ability and communication skills. The Account Manager must be able to work with people at all levels of the organization, supervise others in multi-personnel facilities, and coordinate work priorities and schedules with the service team. The AM is responsible to ensure RENOVO core values are met, and customer needs and expectations are prioritized. The Account Manager is responsible for the day-to-day operation of the Life Science equipment management program and coordinate the service activity of RENOVO engineers assigned to the facility.
- 2. Customer Skills:** Must exhibit extraordinary customer relations skills. A close daily relationship with the customer sponsor and account staff requires a high level of customer satisfaction and perception of value per dollar cost. Company image is perceived primarily through contact with the customer and onsite personnel. The Account Manager's number one goal is to ensure the customer is achieving their goals and delighted with the RENOVO asset management program. The AM will conduct weekly customer facility "walk abouts" to meet with equipment end users and department leads for real-time satisfaction feedback. The AM will meet with the customer sponsor(s) weekly to review agreed upon metrics and data related to program performance, while also discussing escalations and other important topics. The AM assists the customer with all other equipment related concerns including significant trends, need for user training, new equipment evaluation, old equipment final disposition, etc. The AM will conduct periodic satisfaction surveys with the RENOVO Quality Team.
- 3. Program Management:** The Account Manager is responsible for the overall accuracy of the equipment inventory, additions and deletions of equipment, device budgets, schedules, and history in RENOVO'S proprietary CMMS system, RENOVOLIVE™. The AM is responsible for all related administrative tasks, including coordinating all scheduled and demand service events, timely completion of service with 100% on-time SMs, management of service escalations, and accuracy of reports. The AM may be required to periodically reconcile RENOVOLIVE™ with the customer's CMMS. Other key duties include good database practices, handling and communicating escalated events, reconciling monthly billing, and managing/reporting key performance indicators for the program. Will conduct periodic inventory audits to very inventory accuracy.



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**Essential Duties & Responsibilities (continued):**

4. **Vendor Management:** Coordinates and monitors outside vendor services provided to account. This includes working with vendors on service quotes for hourly billed service, preventative, calibration or qualification services, and annual service agreements, as necessary. The AM will coordinate outside services with a time and schedule that fits the end-user's needs, prioritizing, as necessary. The AM will escort all vendors to the instrument at the time of service, receive vendor service reports and close the event in RENOVOLIVE™. The AM will finalize vendor service events by receiving and reviewing invoices, approving for payment, attaching both service report and invoice to the product record, and reviewing satisfaction with our customer.
5. **Finance / P&L / Productivity:** Working with the RENOVO Finance Team, Area Manager, and Operations Director, the Account Manager is responsible to review all customer invoices for detail and accuracy. This includes monthly invoices for the asset management program, as well as all other on-demand service invoices. The AM may be responsible for monitor compliance to any "block-of-hours" billed labor hours to ensure services are being delivered to the customer.
6. **Parts Management:** Orders and tracks all necessary parts and purchased services for repairs using the approved purchasing method for the account. Demonstrates good judgement on which repairs are performed on-site. Will obtain customer sponsor approval on certain part acquisitions (will be specified), and responsible for maintaining an accurate inventory and usage report.
7. **Safety and Quality:** Pertaining to equipment management, the AM tracks safety and quality related issues as required by the facility including hazard notification, equipment failure related to end user safety, manufacturer recalls and mandatory equipment notifications and upgrades. Attends Safety / OSHA Committee meetings as required by the facility.
8. **Test Equipment and Site Assets:** Assures the maintenance of test equipment calibration and qualification. Tracks test equipment, tools, parts inventory, and other RENOVO assets as assigned. Maintains accurate quantity and locations for all company assets under his/her control.
9. **\*\*Other Duties and Tasks:** Performs other duties as assigned by your Manager.

**Education, Skills, Knowledge and Abilities:**

1. B.S. or A.S. Degree in Engineering, Biomed, Clinical Engineering, Life Science, Chemistry or equivalent experience or Military Training required.
2. Minimum of 3 years of Life Science or Healthcare asset management experience required.
  - a. Biomedical Service supervisory (HTM) experience preferred.
3. Minimum of 5 years of supervisory experience, preferred.
4. Exceptional organizational and administrative skills required.
5. Excellent written and verbal communication skills required.
6. Proficient in Microsoft Office products, with emphasis in Excel.



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**Required Competencies**

1. Accountability – takes ownership of assigned work and responsibilities, great follow-through and completes all task with required communication
2. Communication – clearly expresses thoughts and ideas both in written and verbal communications, provides timely information; makes sure that the needs of the customer are met
3. Financial Acumen – Considers financial impact of all decisions as they pertain to both RENOVO and the customer
4. Integrity – Can admit mistakes, is direct and truthful
5. Customer Service – demonstrates a “customer-first” mentality, focused on meeting the needs of customers and captures feedback to make improvements
6. Priority Setting – Prioritizes assigned schedules and workload
7. Knowledge - understanding of life science and laboratory equipment and how they are used within the site
8. Team Building – Facilitates clear communication amongst the team, demonstrates care and respect for co-workers and colleagues, drives employee success through the RENOVO Performance Management program
9. Supervision – coordinates service activity with the staff and day-to-day workload of the department
10. Regulatory – Understands compliance and /or FDA regulated environment
11. Giving Feedback – Provides constructive feedback towards department goals and activities, helps to foster growth within the team

**Attributes**

1. Culture – promotes the RENOVO culture and the culture of the Life Science facility
2. Self-motivated - can work on their own or under limited direction to complete assigned work
3. Open-minded – Willing to listen to opinions and criticism, can make immediate adjustments
4. Continuous Improvement – willing to learn and grow, wants to update job skills for career development
5. Confidence – Self-reliant decision maker that does not second guess decisions
6. Multi-tasker – Is organized and efficient, handles multiple projects or tasks simultaneously
7. Professional: Looks, speaks, and acts in a professional manner
8. Results Driven: Is focused on results and outcomes, is goal oriented
9. Forward Thinking: Focused on the bigger picture; never satisfied with the status quo
10. Humility – Has a sense of humor, is humble, and can handle stressful situations, does not hesitate to ask for assistance.



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**Required Work Hours**

This position has an Exempt status. Typically, Monday through Friday and approximately 8am-5pm for Life Science customers. Hours may vary.

**Reporting and Supervisory Responsibilities**

1. The Account Manager reports to – Director of Operations – Life Sciences
2. This position has supervisory responsibilities of other site personnel

**Physical Requirements:**

The Account Manager must be able to speak, hear, see, read, write, type, dial, reach, and bend. May need to lift to 25 lbs.

**Working Conditions:**

Will be officed at a customer site, often working in laboratories and with the scientific staff.

**Equipment Used:**

1. Personal computer.
2. Telephone.
3. Calculator.

**Travel**

Travel will not be required for this position, unless otherwise specified. Rarely, if any travel, including airline travel and overnight stays, may be requested.

**Classification**

FLSA: Exempt

**Relationships:**

Utilize teamwork in daily activity and ensure customer satisfaction.

**Administration:**

1. Submit timely and accurate service reports, time sheets, expense reports, film badges and other paperwork as assigned.
2. Understand and observe company policies and accounting procedures.
3. Be a professional liaison between the company and the customer to solve their problems.



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**Other:**

1. Safety – Understand and follow good safety procedures, while also following customer safety training and policies.
2. Tools and test equipment – Maintain all company owned and leased equipment in good working conditions and insuring to have them serviced and calibrated as required.
3. Housekeeping – Maintain a clean, orderly appearance of all work areas, including office, and job site.
4. Personal appearance –must always observe company dress code and must have good personal hygiene.

**\*\*Note:** This position description does not list every activity, duty, and responsibility of the position and may be altered by RENOVO at any time.

This job description has been approved by all levels of management:

HR:           Amanda Aguirre, Director of Human Resources



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**EEO Statement**

RENOVO Solutions provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, RENOVO Solutions complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

RENOVO Solutions expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of RENOVO's employees to perform their job duties may result in discipline up to and including discharge.

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position. Also, acknowledges that a change in duties with or without notice can occur at any time. Employee is an "at-will" employee and this does not act as a contract of employment.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_