

# Vice President of Sales & Client Success

---

Indigo BioAutomation combines leading-edge SaaS software technologies and customer connection to improve healthcare in key areas like opioid addiction and COVID testing. We design cloud-based customer experiences that dramatically improve the speed and quality of laboratory data in a variety of industries. Our focus on tools that impact the full customer experience is creating modern labs and doing better science.

## Why we think you'll love it here

We strive to create exceptional products that are built on solid science, intentional design, and polished technology. Indigo is a community of passionate and skilled individuals working together to make an impact on medical care. Given that ambition, we rely on our teams every day to make their number one priority delivering cutting-edge products to our clients.

We believe in creating space for team members to do their best work. We minimize organizational distractions, provide people leaders with transparent promotion and compensation systems for their direct reports, encourage leaders to coach skill building in both team and one-on-one sessions, and utilize the best tools and techniques for the job.

As the VP of Sales & Customer Success, you will join the leadership team and report directly to the COO. We are seeking an expert with a deep understanding of sales processes, delivery, customer success, strategic partnerships, P&L management, and analytics and reporting, specifically in a Cloud/ SaaS environment. You will be expected to build, lead and manage a world class sales and commercial operations team, serving as a player coach by actively executing on strategic plans as well as working collaboratively with the marketing and engineering teams to attract the right customers and turning them into lifelong clients and ultimately fans!

If you:

- Have a passion for using your skills to have a direct impact on healthcare,
- Have the vision to create and grow outstanding teams and systems,
- Want to add your expertise to a team with complimentary, deep, and diverse skills,
- Live for the opportunity to work collaboratively and drive positive change,
- And are an exceptional communicator and manager of expectatations,

Then we would love to talk with you!

## What you'll do

- Lead and develop the team and systems needed to deliver an exceptional customer experience at every touchpoint from first sales call through each season of a customers growing needs
- Regularly collaborate with the leadership team to refine the customer experience, identify competitive differentiation opportunities, devise effective strategies to exploit advantages, and transfer knowledge to teams on product messaging



- Operationalize a nurturing expansion and adoption program for existing customers
- Use excellent communication skills to turn the vision for sales, growth, and customer success into a reality in a disciplined, repeatable way
- Forecast and report on key weekly metrics and be dependable to achieve monthly sales results
- Work closely with the leadership & product teams to help define the direction of our software based on feedback from customers, sales trends and industry knowledge
- Create clear team and individual objectives to reach organizational goals while helping your team members develop their career paths

## Experience

- Proven experience working in a high growth SaaS environment contributing across strategic planning, product strategy, nurturing relationships, collaborating on go-to-market strategies, plans and execution
- A trusted business partner and people first leader, who is self-motivating, organized, disciplined, and looks for opportunities to get their hands dirty and drive change
- Strong track record of working cross-functionally in a fast-paced environment while exceeding team and company goals
- Expertise in developing and managing the entire customer lifecycle; sales, delivery, and ongoing growth
- Experience in connecting sales and marketing together as an ecosystem to drive brand awareness and leads
- Strong ability to pitch solutions, identify client problems, handle objections and exceptional negotiation skills
- Understand SaaS subscription and software licensing models
- Quality, regulatory, or good documentation practice experience, a plus
- A bachelor's degree in a related field of study including business, market research, data science, computer science, or statistics.

*\*COVID-19 vaccination is required for employment at Indigo BioAutomation. Reasonable accommodation requests will be considered.*

*The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Indigo BioAutomation management reserves the right to amend and change responsibilities to meet business and organization needs as necessary. Indigo BioAutomation, Inc. is an equal opportunity employer.*

