



Cambridge Isotope
Laboratories, Inc.
isotope.com

Cambridge Isotopes Laboratories, Inc. is searching for a proven leader for the open position of **Manager of International Distributors and Customer Service**, to grow international sales by supporting distributor networks' sales and marketing efforts, managing key direct accounts and supervising our international customer service team.

This highly visible role's deliverables include:

- Executing strategic plan to achieve sales targets
- Developing excellent working relationships with distributors; provide sales and marketing support to distribution network
- Implement strategic planning in each distribution market
- Manage key direct accounts
- Work with sales management team, marketing communications and product managers to execute product line strategies internationally
- Analyze, develop and advocate for product and market opportunities and needs for CIL products
- Provide training on CIL products to distribution network
- Maintain preferred pricing schedule for distribution network
- Provide day-to-day management of customer service team
- Prepare quarterly reports on sales activity in various geographic markets
- As appropriate, represent CIL at international conferences
- Resolve difficult customer service issues and provide front-line support
- Monitor export licenses
- Work with Regulatory Affairs manager and Shipping manager to ensure all procedures comply with government and corporate export requirements

Cambridge Isotope Laboratories, Inc., with headquarters in Tewksbury, MA, is the world's premier producer of stable isotope labeled compounds and a world leader in the field of stable isotope separations. For more than 30 years, CIL has specialized in the development, production, and marketing of stable isotopes and chemical compounds labeled with stable isotopes. Join us for excellent career opportunities as we drive the expansion of market applications with innovative product development.

Qualified applicants will have:

- A bachelor's degree in chemistry, the sciences or a related field; a consideration will be made for 5-7 years of customer service or sales experience within a scientific product line
- A minimum of 5-7 years of experience in a scientific consumables or similar field with a *minimum* of 3-5 years of supervisory experience
- Experience working with an international distribution network preferred
- Proven leadership ability with excellent interpersonal, organization and communication skills
- Understanding of export compliance with all governmental agencies a plus
- Ability to work independently and as part of a team in a leadership role; must be proactive, self-motivated, results and deadline oriented
- Excellent problem-solving skills

Please apply on our [Careers website](#) and include your salary requirements. Please note that relocation is not being offered for this position.

EOE/M/F/Vet/Disabled

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