

ISO 9001:2015 Certified

Sales Operations Coordinator

About Us:

We are a leading third-party service company that provides top-notch solutions in life sciences instrumentation. Our commitment to excellence and quality has positioned us as a trusted partner for researchers, laboratories, and institutions across the industry.

The Mission:

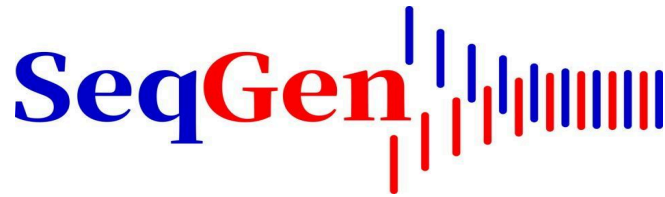
This role functions as the operational backbone of our sales department. As a critical operational partner to the Sales Lead, you will ensure seamless workflow management, enabling leadership to focus on high-level strategic initiatives and key market expansions. If you are a highly organized, detail-oriented professional who finds deep satisfaction in building efficient processes and delivering a seamless customer experience, this role is built for you.

Responsibilities:

- **Contract Management:** Meticulously process and manage approximately 20 monthly contract renewals, maintaining a high standard of accuracy and attention to detail.
- **Operational Shielding:** Serve as the primary operational anchor for the Sales Lead, safeguarding business process continuity and filtering administrative demands.
- **Inbound Relations:** Respond promptly to client inquiries, provide top-tier customer service, and ensure all requests are routed appropriately.
- **Data Integrity:** Create, manage, and meticulously update customer databases using **Fieldaware** and **Google Workspace (Google Sheets, Docs, etc.)**.
- **Client Continuity:** Build and maintain trust-based relationships with existing clients through reliable, consistent, and professional communication.
- **Process Optimization:** Collaborate with the sales and administrative teams to streamline daily operations and proactively suggest improvements to Standard Operating Procedures (SOPs).

Requirements:

- **Logistical Requirement (Critical):** This is a 100% on-site role. Reliable daily transportation to our office in **Torrance, CA**, is mandatory.



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- **Experience & Skills:** Proven track record of maintaining high accuracy in administrative tasks and data entry.
 - **Tool Proficiency:** Professional experience with **Fieldaware** (or similar CRM systems) and **Google Workspace** is required.
 - **Mindset:** A strong customer service orientation and the ability to follow established SOPs with precision.
 - **Teamwork:** A collaborative spirit with the ability to function independently within a structured support role.
 - **Education:** High school degree or equivalent required; we value demonstrated competence and attitude over specific academic fields.
 - **Languages:** Strong written and verbal communication skills in English are required; conversational proficiency in Chinese is a strong plus.

Benefits:

- **Stability:** Competitive base salary in a stable, operations-focused role (designed to support long-term business growth).
- **Security:** Eligible after 30 days of employment for 401(k) with up to 5% match, and at least 50% company match on select health insurance plans.
- **Balance:** 10 days of Paid Time Off (PTO) per year; accrual begins on your first day, with eligibility to use after 30 days of employment.
- **Growth:** Opportunities to contribute to the refinement of company-wide operational standards.

To ensure you have read this entire job description, please include the word 'SeqMo' in the subject line of your cover letter or at the very top of your resume summary, and email it to career@seqgen.com