



Bioanalytical & Biomarker Services

## Program Manager

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**KCAS Bioanalytical & Biomarker Services** is seeking a Program Manager to assist with managing projects and programs for our customers, by interfacing with technical operations and business development within a growing organization in Shawnee, Kansas. KCAS is a contract research organization (CRO) providing bioanalytical & biomarker services to pharmaceutical clients in support of drug development, preclinical and clinical studies.

This job ad is meant to provide a brief overview of the nature and level of work being performed and does not imply that these are the only duties to be performed.

### **Position Summary:**

Serves as Program Manager for KCAS clients, working within the business unit. Works closely with the Laboratory Director and laboratory managers, PBI's and Business Development to provide overall client satisfaction and management of already contracted work. Serves as a key point of client contact for facilitating discussions on technical work. May provide support to sales efforts by assisting to define out of scope work and finalize change order approval from client. Responsible for monitoring assigned client testing needs, organizational/operational needs and changes, and identifying potential opportunities and threats to KCAS overall business from client.

### **Key Job Responsibilities:**

Typical responsibilities of Program Manager may include, but are not limited to, the following:

- Interact closely with client and provide overall goals and objectives of clients' needs to operations through formal communication and monitoring of project.
  - Provide project oversight.
  - Act as client and operations (internal) advocate by balancing the needs of both parties to find a win.
  - Interact with operations and business development to keep all parties well informed of project status, elevating any risks to the project/client.
  - Address client questions and concerns and comments.
  - Work with clients and operations to satisfy clients objectives and timeline needs.
  - Work closely with Business Development to define scope on new work from existing clients.
  - Respond to clients on sales inquiries (quotes and change orders) when directed.
  - Update the ongoing client monitoring system with current state of client, escalating if/when needed.
  - Assist in forecasting of clients work and answering invoicing questions when necessary.
  - Responsible for other duties as assigned.
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### Education and Experience:

- High School Diploma required, Bachelor's degree preferred.
- Minimum of 2-4 years' experience in a Contract Research Organization Environment overseeing/working on projects

### Competencies, Skills & Personal Attributes:

- Detail oriented to follow-through with tasks and initiatives.
- Excellent communication skills (oral and written), with the ability to be a quick thinker and communicator.
- Ability to identify and resolve issues in a fast and effective manner.
- Ability to multi-task and handle many projects at once
- Exceptional organizational and project management skills.
- A polished, professional style and a high-level of enthusiasm, and productivity.
- Perform all aspects of job in a way that supports company brand and supports company mission, vision and values.

### Physical Requirements:

- Ability to lift 20 pounds.
- Ability to sit or stand for extended periods of time.
- Ability to convey complex information clearly and concisely.
- Ability to ascend and descend stairs.