

JOB DESCRIPTION

Title: Client Project Manager, for Kytopen

Overview:

[Kytopen](#) is an MIT spinout streamlining the engineering of a wide array of human and human-derived cells for use in next-generation cell therapies, with the goal of expanding access to powerful new living medicines. We enable transformative therapies with our patent-pending continuous *Flowfect*[®] cell engineering platform. The non-viral *Flowfect*[®] technology is a fast, scalable, and gentle process that yields billions of high-quality engineered cells in minutes while maintaining cell health and function. We seek passionate, pioneering people to join the team on this mission.

Summary:

Kytopen is scaling quickly toward a Commercial Launch, and the new Project Manager will work in coordination with all internal and external stakeholders required for the realization of delivering high quality products and services that build upon our culture of Quality Excellence.

The Project Manager acts as liaison between the company and the client through an entire project life cycle to ensure that customer satisfaction, margin targets, and quality standards are achieved, project scope, schedule, and budget details and efforts of team members and third-party vendors must be managed. Many cross-functional interactions (e.g., commercial, systems engineering, product development, finance, and operations) are required.

Essential Duties & Responsibilities:

- Agile, high-performing, and broadly skilled individual to lead successful execution of client projects, being the key liaison and facilitating work with clients supporting cell & gene therapy discovery, clinical and manufacturing goals.
- Plan and lead technical projects within generally defined objectives, including preparation of detailed project plans, management of tasks, timelines, and billable hours for self and others, ensuring performance requirements including quality, cost and timeliness are met.
- Work collaboratively with internal and external project team members, to maintain project timelines, communicate roles and responsibilities, ensure efficient completion of deliverables and action items, and identify and mitigate project and program risks, often while navigating ambiguous, matrixed environments.
- Communicate project status, timelines, action items, risks, and roles & responsibilities in client meetings in a compelling manner.
- Ensure that project deliverables are client focused, results oriented, performance driven and in compliance with all applicable internal and external requirements.
- Monitor projects and help resolve issues or escalate appropriately to ensure on time and on budget delivery of all client projects and help identify risk mitigation plans.
- Author and/or edit reports, regulatory submissions and/or other written communications.

- Assist with the establishment and maintenance of relationships with customers and business partners.
- Responsible for understanding the client's research application and to match Kytopen's services to align with the client's goal and project requirements.
- Proactively leads a partnership with clients, to accomplish project objectives and deliverables within the stated milestones and timelines.
- Lead client data review meetings, answering questions and capturing those that need follow-up and tracking.
- Delivers presentations and other materials relevant to the data set and deliverables for all clients.
- Proactively assesses, clarifies, validates, and addresses client project needs.
- Manages day-to-day relationships with clients and maintains a deep knowledge of all details related to their projects and test articles.
- Ensure the highest level of customer service and client satisfaction, as measured by repeat business, feedback or surveys.

Requirements (About you):

What:

- Bachelor's degree required, Masters or PhD a plus, in medical/scientific/engineering disciplines, preferably biology, chemistry, oncology, or technical related.
- 5+ years' experience as a project manager required.
- Demonstrated track record of technical proficiency, scientific creativity, and professional collaboration.
- Effective team member who displays tact, finesse, and emotional intelligence in persuading and negotiating to achieve beneficial results.
- Outstanding oral and written communications, including experience with preparing final reports and correspondence, and the ability to present highly technical material to broad audiences.
- Expert user of best practice project planning techniques, tools, strategies and applications, such as Gantt charts, critical paths, communication plans, risk plans, RACI matrices, dashboards, and action item trackers.
- Effective at directing the interface between external clients and internal business and technical groups.
- An ability to function as an internal negotiator, facilitator and advocate for customer needs and concerns, but with the company's best interest in focus.
- A documented history of building ongoing teams or relationships with end-user customers and sales organizations.
- Ability to work effectively and thrive in a fast-paced environment.
- Knowledge and firsthand experience regarding the ability to influence without direct authority is essential to this role.
- Proven ability to prepare and present progress of projects both internally and externally;
- PMP / PRINCE II certification is a plus.
- Experience with Atlassian suite of tools, preferred.
- Ability to work on multiple projects simultaneously.

How:

- Demonstrated leadership ability to exemplify Kytopen's values of: Impact, Passion, Integrity, Resilience, and Inclusivity.
- Ability to lead and motivate a highly skilled and diverse team whether directly or indirectly.
- Ability to work within a diverse workforce and provide a positive and motivational work environment.
- Entrepreneurial and comfortable in a fast-paced environment.
- Not afraid to say 'no' when merited, and constructively provide alternative points of view to consider.
- Fast thinker who can react quickly and cleverly to new information and changing conditions.
- Outstanding verbal and written command of the English language.
- Experience with utilizing common project management tools, such as timeline and critical-path analysis methods, and ability to work with new technologies such as web-based client portals where both the client and the company can interface with and maneuver the data.
- Proven ability to trouble shoot, brainstorm and resolve conflicts that arise with internal or external stakeholders.