



Inceptua operates as a trusted partner for pharma, biotech and healthcare, driving access to treatments for patients in need worldwide. As a highly specialized partner with expert teams across the globe, we use our local insight and global understanding to offer patient- and customer-centric services at all stages of the drug lifecycle: we provide products and services for clinical trials, we facilitate access to pre-approval and unlicensed medicines, and we offer an international commercialization platform for pharmaceutical products. Our success is based on the motivation, dedication and performance of our people. We strive to go the extra mile to achieve excellence in all our services.

For our office in Shanghai we are recruiting in the Clinical Trial Services Department for the position of :

Project Manager (m/f)

for an immediate start.

You will be responsible for clients located all over the world and fulfil all of the day-to-day operations and duties pertaining to the affiliates located in China and will be reporting to a manager that may be located in another country.

Responsibilities include, but are not limited to :

- Process customer requests for information, requests for quotation and the entire order cycle
- Responsible for complete life cycle of projects until project close out, working with all key departments including Procurement, Logistics, AE and Quality while adhering to company's Standard Operating Procedures and business rules.
- Take full responsibility and accountability for requests, sourcing, delivery, invoicing.
- Capture, create, and file all order-related documents digitally in electronic systems and in the hardcopy folder in a timely matter.
- Proactively communicate the status to all involved parties including customers, suppliers and internal partners.
- Coordinate work with logistics service providers: depots, carriers, customs agents and relabeling/repackaging providers.
- Issue invoices for products and services to customers, verify and allocate incoming invoices from suppliers.
- Identify and proactively resolve order-related discrepancies involving the Global Quality department.
- Contribute to company's continuous improvement by actively participating in tools such as Deviations Reports.
- Work towards eliminating reoccurring operational issues on own initiative and by respecting directives from management.
- Collaborate with the Commercial team to maintain a consistent communication flow with customers.
- Always keep the client's information confidential.
- Execute the responsibilities according to lawful and ethical standards.



- Work on joint projects with staff across the Inceptua Group.
- Explore opportunities to create added value to the projects.
- Suggest improvements that benefit the Operations department and the entire Inceptua Group.
- Accomplish individual goals as per requirements determined by the Operations Director.

This role is forming part of the recent global expansion program at Inceptua and requires a high degree of professionalism where the following skills & capabilities are essential:

- Customer centricity
- Result orientation
- Teamwork spirit

Your profile:

- You preferably hold a business Bachelor's degree, with a preferred focus on pharmacy or life-sciences
- You must have an first professional experience in customer services (in project management, logistics or procurement) as well as an international experience in a "western" country or at least you have already reported to overseas managers.
- You are customer-oriented with a high sense of client's confidentiality
- You are able to quickly learn in a fast-changing environment, with a continuous improvement attitude
- You are highly motivated and a reliable team player with problem-solving skills
- You have strong communication skills and you are able to interact effectively and efficiently at all levels of the organization
- You are business fluent in English and Mandarin
- You have high Microsoft Office proficiency

This position is full-time and we offer a competitive salary. Our company is home to employees from various backgrounds who speak a range of languages. If you have a forward-thinking attitude and a passion for success, we look forward to receiving your application.

Please send your **application in English**, including cover letter, CV and your availability to: recruitment@inceptua.com.

Attachments should be in **PDF format**.