



The Inceptua Group is a global, dynamic and future-oriented service provider for the pharmaceutical industry. Inceptua has global operations within Clinical Trial Services, Clinical Services, Medicines Access as well as Commercial Products and Services. We recognize that investing in talented people creates value for our customers, our employees, our suppliers and the communities in which we live and work. 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 Manhattan we are recruiting in the in the Clinical Trial Services Department for the position of :

## Project Manager (m/f)

for an immediate start.

**Reporting directly to the Director of Operations, CTS, you will be responsible for clients located in the US and fulfil all of the day-to-day operations and duties**

Responsibilities include, but are not limited to :

- Acting as the primary coordinator for all internal and external efforts related to the assigned customer(s)
- Developing strategies tailored to the customer's needs
- Seeking to strengthen the relationships with assigned customer(s)
- Conducting regular meetings with customer(s) in person or via other means
- Processing customer requests for information, requests for quotations and the entire order cycle
- Taking full responsibility and accountability for projects and driving them towards successful conclusion while supervising that all elements including communication, procurement, logistics, business development, operations, quality and administration had been respecting company's Standard Operating Procedures and business rules :
  - Processing of relevant data entry into the company's systems
  - Preparing quotes and follow up on orders for the acquisition of goods
  - Raising purchase orders and process the entire order lifecycle
  - Pro-actively communicating the project status to all stakeholders, liaising with all stakeholders to ensure on-time project management
  - Coordinating workflows with various service providers
  - Identifying and proactively resolving order-related discrepancies from a quality, legal and financial perspective Comply with Global Standard Operating Procedures
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  - Coordinating work with logistics service providers: depots, carriers, customs agents and relabeling/repackaging providers
  - Issuing invoices for products and services to customers, verifying and allocating incoming invoices from suppliers

- Capturing, creating, and filing order-related documents
- Proactively collaborating with other internal departments by maintaining a consistent communication flow, i.e with the Business Development team to maintain a consistent communication flow with customers
- Working towards eliminating operational issues on own initiative and by respecting directives from management

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
- Market knowledge
- Teamwork spirit

#### **Your profile:**

- You preferably hold a Business Bachelor's degree, with a preferred focus on pharmacy or life-sciences
- You must have a sound understanding of wholesale, logistics and foreign trading and a minimum of 4 years of professional work experience in the pharmaceutical industry or in project management and in customer services.
- You ideally have an experience in a profit driven organization, and an international experience would be of advantage.
- You are business fluent in English, the knowledge of one or more additional language would be an asset
- You have solid customer service attitude with high sense of client's confidentiality
- You have a profound cross-cultural awareness and understanding and excellent communication skills with the ability to communicate effectively and efficiently at all levels of the organisation
- You are detail and goal oriented and customer centric
- You think strategically and act tactically
- You are proactive
- You are able to quickly learn in a fast-changing environment, with a continuous improvement attitude
- You are computer savvy with high Microsoft Office proficiency
- You are highly motivated and a reliable team player with proven problem-solving skills

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](mailto:recruitment@inceptua.com).  
Attachments should be in **PDF format**.