

Key Account Manager, CTS

Inceptua is a global pharmaceutical services company with market-leading capabilities across multiple business areas. We have over 25 years of experience serving life science companies of various sizes and global operations with offices across Europe, North America, and Asia.

We provide clinical trial supply, services and logistics, including comparator sourcing of medicines, packaging, labelling, storage, and distribution services. And we offer strategic advice, design, facilitation, and implementation of global early access programs, and distributes unlicensed and other medicines worldwide.

Our success is based on the motivation, dedication and performance of our people. We strive to go the extra mile and achieve excellence in all our services.

We are hiring for the position of **Key Account Manager, CTS** to be based in the **East Coast region of the USA**, for an immediate start. You will report to the VP, Global Key Account Management, CTS and be responsible for the retention, growth, and development of Key Accounts. You will work closely together with Inceptua's other Key Accounts team representatives and support functions.

Responsibilities include, but are not limited to:

- Coordinate activities globally amongst assigned key strategic accounts.
- Develop, maintain and present on a client specified basis global Key Performance Indicators.
- Maintain a superior knowledge of the Sponsors and CRO industry competitors and target clients.
- Grow and maintain Inceptua's key CTS (Clinical Trial Services) accounts through frequent client interaction and technical expertise as well as building integrated relationships with each customer.
- Demonstrate innovative thought processes and ideas which suggest new service offerings which may lead to new and improved revenue opportunities for the business as well as a competitive advantage for Inceptua.
- Lead and provide business support to client specific Operational team (s) to ensure end-to-end customer satisfaction and accuracy of all studies pertaining to clients' accounts assigned.
- Create and manage quote requests, providing competitive quotes and relaying these to clients, emphasizing the benefits of placing POs with Inceptua based on the advantages that our solutions provide them.
- Conduct regular meetings at client's premises.
- Facilitate implementation of client contracts, CDA's, MSA's, and Quality Agreements
- Track and communicate win/loss ratios and pursuit metrics on all assigned accounts through the appropriate CRM and ERP tools.
- Identify and recommend solutions to address clients' needs.
- Monitor and communicate client pipelines to senior management.
- Identify new opportunities within strategic accounts and develop strategies

to present Inceptua's capabilities by networking and marketing our services to decision-makers.

- Conduct market research and trend analysis reporting for all assigned accounts.
- Share market intelligence (trends, competitor information, etc) with Marketing and Senior Management
- Act as bridge between sales, operations, and procurement and supporting functions for escalation of challenges and opportunities.
- Apply Good Manufacturing Principles (GMP), Good Distribution Practices (GDP), and Good Clinical Practices (GCP) and other relevant GxP in all areas of responsibility.
- Demonstrate and drive Inceptua's mission statement and strategy.
- Function independently to influence the decision-making process of all clients through exceptional communication skills and the ability.
- Develop account plans and provide regular updates to support the achievements of Sales targets.
- Gain full understanding of clients' needs and develop proposals and presentations that demonstrate Inceptua's competitive advantage, conducting regular meetings at client's premises or virtually as conditions will allow.

Your profile:

- You have 7+ years' proven experience within the Pharma/CRO/CMO industry, with experience in the area of clinical trial supplies.
- You hold a University degree
- Result-driven, you have solid customer service attitude with excellent negotiation skills.
- You are experienced in working with international organizations and multi-cultural work environments.
- You have the ability to prioritize in a changing landscape.
- You are able to travel as needed to Inceptua's locations as well as clients' offices as required
- You are a proactive team player with excellent communication skills.

Compensation and benefits:

- Base Salary: \$90,000 with a discretionary bonus based on targets determined by an Incentive Compensation Plan
- Comprehensive benefits package including 401(k) with match, dental, health, and vision insurance, plus paid time off.



This position is full-time. Our company is home to employees from various backgrounds that speak a range of languages.

If you have a forward-thinking attitude and are ready to go the extra mile with us, we look forward to receiving your application.

Please send your application, including a covering letter, to

recruitment@inceptua.com (Attachments must be in PDF format)