

## Project Coordinator

*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 distribute 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 currently seeking a **Project Coordinator** to join our growing Global Operations Team, with the position based in our Berlin (DE) office. This is an immediate start opportunity. Reporting directly to a Director of Global Operations, you will collaborate closely with both internal and external stakeholders across various business units and departments, playing a key role in delivering high-quality operational outcomes.

### **The responsibilities of this role include, but are not limited to:**

- Process client, and vendor purchase orders and service requests through internal systems, ensuring accuracy and traceability, in alignment with Global Standard Operating Procedures and industry regulations
- Prepare and manage documentation for inbound and outbound shipments, ensuring compliance with regulatory standards.
- Ensure proper documentation and filing of all order-related records in accordance with SOPs and regulatory guidelines.
- Act as the primary point of contact for sponsors, clients, and external vendors throughout the project lifecycle.
- Provide proactive updates on project progress to both internal teams and external stakeholders.
- Collaborate with the commercial team to ensure consistent and effective communication with customers.
- Take ownership of order-related issues such as, damaged goods, returns, deviations, customer complaints, and CAPAs, ensuring timely and compliant resolutions.
- Develop in-depth knowledge of the operational details for assigned client accounts.
- Monitor shared and individual inboxes, ensuring timely and appropriate responses.
- Coordinate and manage invoicing activities, including invoice creation, vendor invoice validation, and credit note processing.
- Track, manage KPIs, and present results to clients in collaboration with the Key Account Manager (KAM).

- Participate in regular client meetings and contribute to ongoing relationship management.
- Support onboarding and training of new team members by sharing account-specific knowledge, best practices, and operational procedures to ensure smooth integration and consistent service delivery.

**Your profile:**

- Bachelor's degree preferred, with a minimum of 2 years of professional experience in supply chain or logistics ideally in pharma.
- Experience working in an international environment.
- Familiarity with handling temperature-sensitive goods, preferably within the pharmaceutical industry, is a strong advantage.
- Solid understanding of GMP/GDP regulations and compliance requirements.
- Proven experience collaborating with Quality Assurance teams to identify, investigate, and resolve quality issues, including the implementation of CAPAs.
- Strong interpersonal skills with the ability to build positive relationships with peers; capable of managing time effectively and performing well under pressure.
- Demonstrated ability in project management, problem-solving, and decision-making.
- Effective communicator, able to interact professionally and sensitively with a diverse range of stakeholders, including external vendors and clients.
- Team-oriented with a positive, results-driven mindset; able to contribute to a collaborative work environment and foster strong partnerships.
- High attention to detail and proficiency in MS Office applications (Word, Excel, PowerPoint, Outlook).
- Fluent in English, both written and verbal.

This is a full-time position with a hybrid work schedule, three days per week in the office, and the flexibility to work remotely for two days. Our company values diversity and is proud to be home to a multicultural team, with employees from a wide range of backgrounds and languages.

Please send your application, including a covering letter with a salary expectation, to [recruitment@inceptua.com](mailto:recruitment@inceptua.com)

(Attachments must be in PDF format)