

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 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 a **Project Coordinator** to be based in our **Princeton (NJ – USA)** offices for immediate start. You will be reporting to the Senior Director, Global Operations, and will become part of our growing Global Operations Team. You will work closely with internal and external stakeholders of different business units and departments.

Responsibilities include, but are not limited to:

- Comply with Global Standard Operating Procedures related to order execution.
- Monitor personal and shared inboxes and take action as necessary.
- First point of contact for clients/customers/healthcare providers or vendors in managing access to medicines distributed by Inceptua
- Process customer/client/healthcare provider &/or vendor's POs or requests on company software.
- Coordinate all inbound and outbound shipment activities with all relevant stakeholders (e.g. warehouses, couriers, brokers, customers, vendors etc.).
- Creation and processing of inbound and outbound shipment documentation.
- Manage all inbound and outbound invoicing activity, including but not limited to invoice creation and vendor invoice validation and credit note processing.
- Proactively follow up on vendor and customer lead times, updating systems and stakeholders, as necessary.
- Handling of damaged goods, in coordination with relevant stakeholders, including but not limited to managing returns, destruction, replacements, etc.
- Maintain trackers (program specific, regulatory & patient trackers).
- Update client, regulatory or other related portals with order details, as required.
- Develop an expert understanding of operational details of assigned accounts.
- File all necessary order documentation per SOP.
- Manage any order related issues, e.g., deviations, customer complaints & CAPAS.
- Generate manufacturing protocols and work with QA/QP to action printing of ancillary labels.
- Provide out of office cover, as needed.
- Ensure accurate inventory levels are maintained for assigned projects/programs.

- Collaborate with commercial team to maintain an effective communication flow with customers.
- Take on projects and support senior staff, as directed on a as needed basis.

Your profile:

- Able to work in an international setting with tight deadlines
- Experience with a service provider for the Pharmaceutical Industry in clinical trial supply and/or expedited access preferred
- University graduate with minimum 2 years work experience in supply chain or logistics or 4 years of relevant experience
- Knowledge of Spanish and/or Portuguese language would be a strong advantage
- Experienced in working with temperature sensitive goods, preferably pharmaceuticals.
- Profound knowledge of regulations relating to GMP/GDP
- Experienced in working closely with QA to identify, address and resolve any quality issues, assisting in the conducting of any investigations / implementing of CAPAs where necessary.
- Good relationship with peers, ability to manage time and stress, excellent self and interpersonal motivational skills, project management ability, proven problem solving and decision-making abilities.
- Able to communicate effectively, and with sensitivity to a wide range of people including externally to both vendors and clients
- Able to maintain a positive, results orientated work environment, building, and improving upon existing partnerships and demonstrate great teamwork, communicating to the team in an open, balanced and objective manner.
- Meticulous attention to detail and computer literacy (MS Word, Excel, Power Point and Outlook).
- Able to work under pressure

Compensation and benefits:

- Base Salary: \$65,000 with discretionary bonus of 8% of base salary
- Comprehensive benefits package including 401(k) with match, dental, health, and vision insurance, plus paid time off.

This position is full-time with a hybrid schedule (three days / week in the office, and the flexibility to work from home two days). Our company is home to employees from various backgrounds that speak a range of languages.

Please send your application, including a covering letter, to **recruitment@inceptua.com**

(Attachments must be in PDF format)