



## Head of Customer Relations (f/m/d)

for the site Tittmoning, Germany

Would you like to make a valuable contribution to the health of patients? And do something really meaningful on your own responsibility? Then we look forward to hearing from you! Excellence beyond manufacturing - that's what we stand for as Aenova, one of the world's leading contract manufacturers and developers for the pharmaceutical industry with 4,000 employees at 15 sites. Our site in Tittmoning is a competence center for solid dosage forms and one of the largest production facilities in Europe.

### Your key responsibilities

- Lead and manage customer relationships for the Tittmoning site with clear focus on customer satisfaction and long-term partnership
- Act as an orchestrator between internal functions (planning, production, packaging, shipping, quality) and customers – ensuring transparent, fact-based communication and timely updates
- Drive the professionalization of Customer Service: from reactive problem-solving to strategic customer partnership on eye-level
- Ensure that customers can engage directly with experts on site (Expert-to-Expert), while all strategic and operational coordination flows through the Head of Customer Service, clearly distinguishing this role from Key Account Management (KAM)
- Lead and develop the Customer Service & Commercial management team, fostering cross-functional collaboration and continuous improvement
- Negotiate and manage site-level commercial agreements (supply contracts, affiliate agreements, forecasts, pricing, lead times, orders) and represent the site confidently in demanding customer discussions
- You will be part of the Site Leadership Team, reporting directly to the Site Head and dotted-line to the VP Customer Service (Corporate)

### Your profile

- Degree in a business, technical, or scientific field with significant experience in Customer Service, Commercial roles or Program Manager roles
- Experience in a manufacturing or contract manufacturing environment, ideally within regulated industries (e.g., pharmaceutical B2B)
- Proven ability to balance customer orientation with assertive negotiation and business acumen
- Strong contract management and negotiation skills, ideally in regulated or supply-driven industries
- System- and process-savvy (preferably SAP) with a fact-based communication style
- Experience in leading and developing a customer relations team (with technical and functional responsibility)
- Fluent in German and English

### Your motivation

Are you looking for new challenges in a highly competitive environment? And you want to tackle them creatively and on your own responsibility? Do you prefer a "get-it-done" culture and think in terms of solutions rather than problems? What are you waiting for? We would be happy to explain our corporate benefits in a personal conversation!

[Apply now](#)

If you have any questions, I - Marius Kraus / Human Resources - will be happy to help you: [+49 170 7454761](tel:+491707454761)

