



Head of Customer Service & Business Management (m/f/d)

für den Standort Regensburg, Deutschland

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 Regensburg is a competence center for high potent solids, e.g. cancer medicines.

Your key responsibilities

- Leading and managing customer relationships for the Regensburg site
- Communicating the production and delivery range that can be offered to customers
- Communicating customer wishes and requirements to the site organisation
- Leading and managing the design, negotiation and agreement of commercial conditions between customer and site: supply contracts including amendments (e.g. on prices and lead times), binding forecasts, non-binding forecasts, orders and order confirmations
- Leading and managing the forecast and order process and post-order activities
- Leading and developing the Business Management and Customer Service team at the site
- Close cooperation and coordination with the management, the members of the SLT and the corporate organisational structure
- Measurable contribution to increasing customer satisfaction and benefits for Aenova Regensburg

Your profile

- Degree in a business-related, scientific or technical field, combined with relevant professional experience – ideally in the pharmaceutical industry
- Strong track record in assessing customer needs, managing objections, and delivering tailored solutions to resolve issues effectively
- Skilled in negotiating and closing deals as well as presenting in front of various target groups
- Proven experience in contract management combined with strong business acumen
- In-depth knowledge of commercial supply services and market dynamics
- Experienced in leading teams and driving process improvements in a sales environment
- Understanding of pharmaceutical products, including highly regulated and specialized solid forms would be a plus
- Strong organizational and coordination skills with a hands-on and proactive mindset
- Excellent communication skills in English and German, both written and verbal, with persuasive impact

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 - Robert Richter / Human Resources - will be happy to help you: [+49 941 4601 0](tel:+4994146010)

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