



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

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

### Your key responsibilities

- Lead and manage customer relationships for the Regensburg site with a strong focus on customer centricity and satisfaction
- 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
- Establish and improve processes and tools (e.g. SAP) to enable order tracking and structured complaint handling
- 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, 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 in a manufacturing / contract manufacturing environment
- 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
- Experienced people leader with a track record of building teams and shaping customer-focused processes
- Fluent in German and English
- High presence on site (normally 5 days a week) in combination with occasional business trips

### 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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