

# Manager Customer Proposals

*At Lonza, we invest in great people. We encourage our employees to challenge themselves and we offer an environment that fosters creativity and success. Headquartered in Basel, Switzerland, we operate production, R&D, and business sites around the world, including Europe, North America, and Asia.*

## **Our vision:**

*We strive to be the leading supplier using science and technology to improve the quality of life.*

## **Our mission:**

*We work with passion, using advanced technologies, to transform life science into new possibilities for our customers.*

**Do you want to help us as we shape the future of this great organization?**

## **Job Description Summary**

As Proposal manager you will transform customer RfPs into project winning proposals and provide technical/operational expertise during the sales process. In addition to general responsibilities you have gained a very rounded level of expertise in all aspects of the role through years of experience.

## **Key Responsibilities and Accountabilities**

- Perform technical project evaluations in the small molecules/API area based on customer RFPs and informal requests, in close collaboration with subject matter experts from R&D, Manufacturing; CD, Proposal Managers and other appropriate Support Services
- Provide agreed draft proposal deliverables to Sales/Commercial Development to finalize the offer (incl. support for e.g. internal approval processes)
- Support Sales and CD on pre-evaluations or informal requests with qualitative assessments of facility fit and project complexity, risk, cost, and timelines in order to facilitate discussion/clarification with customer and arrive at a bid/no-bid decision, site recommendation, and general approach to the opportunity
- Support Commercial Functions/BU as requested at customer visits, conferences, trade shows, contract negotiations, capacity expansion projects and other strategic initiatives
- Develop, maintain and enhance evaluation tools for assigned sites and services (evaluation report, cost models and databases, workstage templates, etc.) in order to drive continuous improvement in the evaluation process
- Participate in and support Pipeline review and priority setting meetings with CD
- Ensure complete and current information is handed over to Program Management and provide support for existing projects when appropriate and requested by project team
- Deputise for the head of proposals during absences

## **Qualifications**

- University degree (MSc, BSc) Life Sciences with strong expertise in Chemistry/Chemical Engineering
- Excellent experience in the pharmaceutical, biopharmaceutical or related industry preferably familiar with small molecule activities and assets
- Detailed knowledge of all aspects of small molecule manufacturing processes and requirements thereof (Analytics, R&D, technology transfer, validation activities and requirements, USP and DSP, bottom up cost,...)
- Sound knowledge of cGMPs, ISO standards and international regulations
- Knowledge of pharma customers and their needs towards CMO services, knowledge of MS office applications (expertise in VBA programming is an advantage), knowledge or willingness to learn about financial and controlling aspects
- Ability to interpret customer RfPs and other mandates to prepare tailored and compelling offers for customers taking strongly into accounts current needs
- Project management capabilities to drive complex proposals processes in cross functional teams with the understanding of internal/external customer's needs and priorities
- Solid understanding of competitors in the small molecules area is an advantage
- Teamplayer, open and reliable character with good interpersonal, negotiation and communication skills in German and English
- Candidate must be able to travel