



Customer Service and Logistics Manager based in Zug, Switzerland

About Bioeq

Bioeq AG is a Swiss joint venture between the Polpharma Biologics Group and the Strüngmann family's investment company. We license, develop and commercialize a biosimilar, which is a successor product of Lucentis®(ranibizumab), a successful branded biopharmaceutical. We are a young and dynamic company, supported by an international network of experts. Bioeq AG out-licenses its products to established international pharmaceutical companies who ensure local distribution in each territory.

About the role

You will be responsible for supervising and coordinating all activities with our Logistic Service Providers (LSPs) and to plan and manage deliveries to our Customers/Licensees, in alignment with all relevant internal stakeholders such as Business Development, Manufacturing, Quality, Regulatory and Finance. You will report to the Head of Supply Chain. Your main activities will be:

- **Order Management and Forecasting**
 - Develop accurate sales forecasts with our Business Development team and our Customers and achieve high Forecast Accuracy
 - Act as a central point of contact for customer for operational matters
 - Receive and process customer orders
 - Agree on delivery dates with Manufacturing and issue order confirmation to customers
 - Manage artwork changes and synchronize customer orders and deliveries accordingly
 - Achieve appropriate On Time In Full (OTIF) deliveries to Customers
 - Ensure accurate customer master data
- **Warehousing and Transportation**
 - Act as main point of contact for LSPs and lead weekly operational meetings
 - Control logistics spend and ensure optimal product flows
 - Design and own the logistics processes within the company and in our ERP system
 - Identify improvement initiatives and act as Subject Matter Expert
 - Lead initiatives to optimize the transportation network and reduce logistics cost
 - Coordinate between LSPs and internal functions to ensure successful implementation of initiatives
- **Monitor performance and compliance**
 - Collaborate with internal Quality and Regulatory functions and support the execution appropriate CAPAs and other improvement activities.
 - Participate in LSP audits as required
- **Support new product launches**
 - Align launch plans across the different internal teams
 - Support new product launches
 - Achieve launch readiness of the logistics network



About you

You have a cooperative, self-motivated and pro-active mindset. You combine excellent planning and execution skills with the ability to work effectively in multidisciplinary teams. Furthermore, you possess the following qualifications:

- University Degree in Life Sciences, Engineering, Business Administration or Supply Chain
- Proven track record of 5+ years in pharmaceutical industry internationally, or in a similar highly regulated industry (e.g. medical devices)
- Experience in managing logistic providers for warehousing and transportation
- Sound knowledge of GDP requirements
- Demonstrated leadership skills and ability to develop effective working processes and relationships with internal/external partners and cross-functional project teams
- Strong customer orientation
- Fluent in English and ideally also in German

How to connect

If this unique opportunity resonates with your plans and aspirations, feel invited to apply with your CV in English and in .pdf format via email to jobs@bioeq.ch.