

Job Description

BUSINESS MANAGER, Pharma Division

Position	<i>BUSINESS MANAGER, Pharma Division</i>
Directly reporting to	Regional Sales Manager North America
Functionally reporting to	n/a
Directionally reporting to	n/a

GENERAL PURPOSE OF THE POSITION

Working from home, the Business Manager will be operating within a global organization that provides the resources to support their customer's needs and requirements. This position will focus on Global and emerging Pharmaceutical companies, contract manufacturing organizations and clinical trial businesses. The North American Pharma Division, provides domestic production, technical support, product development and client regulatory assistance.

The Business Manager is responsible for managing the defined account portfolio in accordance with the overall strategy of CFlex Pharma. This responsibility includes achieving sales goals, profitability targets and controlling costs within the approved budget in the territory defined by Sales Management and updated annually or earlier.

Primary focus of the Business Manager is on major/global pharmaceutical companies in addition to other healthcare accounts within a defined geographic region.

- Strong partnership with global and regional Pharma customers that include contacts in package development, procurement, R&D and marketing
- Effective relationships with industry associations, PDE, HCPC, IOPP
- Integration of marketing strategies into customers global and regional business plans
- Manage the ongoing prioritization and resourcing of our product and service offerings within clients
- Developing compelling business cases for client opportunities
- Creating excitement with customers such that we are the clear partner of choice
- Manage clients to drive both revenue and contribution margin growth

In addition, the Business Manager is expected to lead CFlex Pharma to a higher level of performance within the healthcare segment.

Key to the Pharma Division strategy is to become a solutions provider not just a material supplier. We want our customers to look upon CFlex Pharma as a resource to enable their success, which supports our Vision Statement desiring to become the recognized leader for the industry and the number one choice for the customer when thinking about packaging.

CFlex Pharma has reorganized Marketing, Technical Services and R&D to respond to the dynamic demands of our global and local customers. This will position CFlex Pharma throughout the customer's organization reaching multiple stakeholders in various departments, supporting the success of CFlex's commercial strategy.

The Business Manager will maximize the awareness within his/her customers to ensure CFlex Pharma is their number one choice. The Business Manager significantly impacts customer perception that CFlex Pharma is their partner, supporting their goals and requirements and finally creating added value to their P&L.

Target condition is to have our customers look at us and acknowledge they cannot do business without CFlex Pharma.

ESSENTIAL DUTIES AND TYPICAL RESPONSIBILITIES - KEY ACTIVITIES

Day-to-day Business

Sales Process

- Evaluate potential of existing customers and selected prospects.
- Plan and prioritize personal sales activities and customer/prospect contact to achieve the sales and profitability goals and visit customers accordingly
- Explore the needs of the customer for products and services
- Coordinate with proper staff of the company to follow-up to customers' requests
- Partner with the customer to find solutions that provide them an excellent experience along with profitability to Constantia.
- Follow-up to customer's requests and ensure accurate administration of data and documents
- Arrange status reports, for activities, closings, follow-up and adherence to goals
- Negotiate contract conditions within the provided frame
- Handle customer complaints
- Follow-up for collection of payment

Budget

- Forecast sales in the assigned area and contribute to the company's budget

Internal Cooperation

- Engage with other functions, especially with Customer Service and Application engineers, to provide the customer with products and services that meet or exceed their expectations and ensure the profitability of the offer.
- Share information about the customer with other functions to continuously increase their understanding of customer needs

Growing business

Market and strategy

- Monitor market trends and competition in assigned area to contribute to the definition of the regional strategy.

Customer relationship

- Establish and nurture professional relationships with key people in the customers' organization within the region of responsibility

- Seek new opportunities, special developments for products and services.
- Collect information and explore customer's future needs for products and services
- Identify and influence key decision makers in the customers' organizations

Innovation

- Collect questions and ideas from the customer and share them with appropriate colleagues
- Collaborate with appropriate staff to develop application possibilities for new ideas

JOB DIMENSIONS & KEY INTERFACES

Key Interfaces with Customer: Package Development, R & D, Procurement, Operations, Marketing

SUCCESS PROFILE

<p>KNOWLEDGE – <i>What people KNOW - Technical and/or professional knowledge</i></p>	<ul style="list-style-type: none"> • Expert of Company's products • Expert of Company' services • Good understanding of production processes as well as company processes and systems • Good Knowledge of Customer processes • Good understanding of materials and manufacturing machines
<p>EXPERIENCE – <i>What people HAVE DONE – on-the-job experience</i></p>	<p>Experienced sales professional with a proven track record in obtaining new business and maintaining existing business.</p> <p>5-10 years of experience selling into the Pharmaceutical market, preferably flexible packaging or thermoformed materials targeted for unit of use applications. Would also consider experience with Medical Device packaging and Bottles. Experience with child resistant package design is a plus.</p>
<p>Competencies – <i>What people CAN DO - A cluster of behaviors</i></p>	<p>DRIVING CUSTOMER VALUE FOSTERING COLLABORATION PASSION FOR RESULTS LEADING CHANGE CREATING OWNERSHIP INFLUENCING OTHERS NAVIGATING CONFLICTS EAGERNESS TO GROW GIVING DIRECTION</p>

	<p>ACCURACY</p> <p>STEERING SALES OPPORTUNITIES</p> <p>ORCHESTRATING RESOURCES</p> <p>ENSURING EFFICIENCY & EXCELLENCE</p>
<p>Personal Attributes</p> <p>–</p> <p><i>Who people ARE - Personal dispositions and motivations</i></p>	<ul style="list-style-type: none"> - Detailed oriented - Winning attitude that drives completing requests and projects - Works well with others to maximize results efficiently

Please contact:

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