

Selectchemie
Workplace: Belgrade, Serbia

Sales and Customer Support (100 %)

About Selectchemie AG

Selectchemie is an independent Swiss company serving the pharmaceutical and nutrition industry since 1969 as a premier supplier of high-quality ingredients and generic finished dosage forms. As a full-service provider we create added value by offering comprehensive technical, scientific, regulatory and commercial support all along the value chain. Worldwide, our 120 experienced professionals with commercial and scientific background, based at the headquarters in Zurich, Switzerland and locations in 18 countries, provide customers, principals and suppliers with solutions tailored to their needs.

Join our Pharma-Excipients team Europe

We offer a broad product portfolio of excipients & APIs and are an established hub for customers sourcing high-quality bulk raw material as well as for renowned manufacturers who benefit from our broad customer base in various markets. We are continuously expanding our global network as well as our services. As a vital part of our Sales Pharma team, you will be the bridge between our customers and our business. Your hands-on support will drive growth, ensure customer satisfaction and keep our operations running smoothly.

Your tasks and responsibilities

Support the Director Excipients Europe-LATAM with administrative tasks

General administrative work

Account Management for selected accounts

- Develop a strategic approach for assigned clients to understand their goals, address challenges and add value. You will create account plans, set goals and determine action plans to support growth and profitability of client relationships. Integrate input from sales managers into the system.

Sales Support Activities

- Work with the Area Sales Manager to service existing customers and identify business opportunities. Prepare Business Review meetings. You will create proposals, negotiate and close contracts with assigned customers to drive sales growth. You will ensure customer and sales activity information is accurate and up-to-date in the ERP system. Support the assigned area sales managers with administrative tasks such as the preparation of order confirmations and sales documents as well as QA/RA documentation for the supply chain and sales process.

Order Processing

- Oversee the ordering process from your assigned region from start to finish, including entering and processing orders and coordinating with other departments such as logistics or warehouse to ensure timely and accurate delivery. Planning and controlling supply chain matters for major key accounts. Monitor stock positions and release orders as per budget. Management of sample stock and supply chain.

Develop Customer Relationships

- Identify sales opportunities to grow business with existing customers. You understand customers' business objectives, provide solutions that meet their needs, and work closely with them to build long-term partnerships.

Collect Customer Feedback

- Gather feedback from customers to measure their satisfaction and identify potential improvements. You listen carefully, solve problems and pass on suggestions to internal teams in order to optimize the product portfolio or to optimize customer service.

Customer Relationship

- Be the main point of contact for your assigned customers, addressing their concerns, questions and needs. You build strong customer relationships, provide excellent customer service and ensure that customers are satisfied.

Sales reporting and analysis

- Keep up to date with products, prices, competitors and the market in order to answer customer queries correctly and help sales representatives prepare for sales meetings. You prepare reports on sales activities, analyze the performance of customer accounts and communicate this information internally. In doing so, you will contribute to strategic planning and decision making.

Your profile

Experience:

- Minimum 3 years in sales support, customer service, or account management, preferably in the life science industry.
- Experience collaborating with sales, QA/RA, and supply chain teams to ensure smooth order processing and customer satisfaction.

Skills:

- Experience supporting the development and maintenance of account plans.
- Strong sales support skills, including opportunity identification, proposal support, contract assistance, and ERP management.
- Strong ability to build and maintain long-term customer relationships.
- Analytical and detail-oriented, with experience in sales reporting and performance analysis.
- Customer-focused problem solver who listens actively and works proactively to improve service and product offerings.
- Self-driven, reliable, and adaptable.
- Excellent IT skills MS Windows, preferably MS Dynamics 365.

Education & Language:

- Commercial degree, Sales, Marketing, Life Sciences, or related fields is preferred.
- Proficiency in English required; additional languages relevant to regional markets are a plus.
- German language skills would be a plus.

What's in for you?

- Entrepreneurial position in a dynamic globally acting team
- Your input is key and you're part of creating our future success
- Close cooperation with colleagues across the entire hierarchy within Selectchemie
- Short decision processes
- Attractive compensation package

We are pleased to receive your complete application via:
jobs@selectchemie.com