

Customer Solutions Director

We want you!

Clinerion is a Swiss-based software and real-world data services company with international operations in the US, Switzerland and Turkey. Clinerion provides disruptive software solutions supporting life sciences companies and hospitals in the process of developing new medicines.

One of our key solutions is the Patient Network Explorer (PNEx), which automatically finds eligible patients for clinical studies in Big Data settings, such as hospitals and other healthcare organizations. In drug development, this addresses a major problem of finding significantly more eligible patients faster and at lower costs. PNEx works through integration with electronic health records at hospitals and represents a federated network of servers, allowing central querying and local patient identification. PNEx also generates data for Real-World Evidence.

To strengthen our existing sales team in Basel we are currently hiring a **Customer Solutions Director**. This position is open to start immediately or upon agreement. The workplace is Basel, Switzerland.

Job description:

The Customer Solutions Director will be instrumental in driving the continued roll-out of Clinerion's technology to hospitals and sponsors worldwide. From a market perspective, your primary focus lies on Contract Research Organizations (CROs), hospitals, integrated healthcare delivery networks and pharmaceutical companies.

We offer an exciting opportunity to make an impact on medical innovation and patient care in a dynamic start-up environment. This position has great potential for growth and development. Clinerion has a diverse workplace with flexible work arrangements to support our people achieve work/life balance, while meeting the high demands of our business. This position comes with attractive compensation package, flexible work location and hours.

Tasks:

- Creatively execute sales activities for assigned accounts to meet business objectives.
- Prospecting for new customers including in-person, email, and phone 'cold' outreach.
- Develop strategies and enhance relationships with key decision makers within life sciences companies with respect to clinical trial protocol design and feasibility and clinical operations involved in the site selection and patient recruitment for the clinical trial process.
- Build relationships with Real World Evidence groups, selling data solutions, outcomes analytics.
- Ensure effective and timely follow-up on all sales calls.
- Record all sales activities, forecast and pipeline and prospect contact using CRM system.
- Stay up-to-date on customer needs and the competitive landscape, act as the voice of the customer feeding product management suggestions and ideas for future road map capabilities.
- Learn and use marketing material to maximize sales effectiveness and efficiency.
- Communicate and collaborate with line manager on specified quarterly goals and achievements.

Requirements include:

- At least 3 years of sales operations experience in a CRO/pharmaceutical environment is a must.
- High level experience and knowledge of the clinical trial process, selling data and analytics.
- Bachelor's degree or equivalent professional sales experience selling into life science industry.
- Comfortable with leading product demonstrations and presenting analytic solutions.

- Effective daily time management and logistics planning to conduct sales activities, balancing travel, presentations and outreach on a daily basis.
- Intellectually curious and demonstrated research of issues impacting the clinical trial landscape as well as industry trends.
- Independent, self-motivated professional and willingness to grow within the company.
- Excellent knowledge of the English language, with strong presentation, product demonstration and communication skills. Experience with CRM tools.
- Applicable Swiss or EU work and residence permits.

How to apply?

Please send your CV and motivation letter to katja.bahnerth.knorr@clinerion.com.