

Customer Solutions Director/Senior Director (f/m/d)

We want you!

Clinerion is a Swiss-based technology and real-world data services company with international presence in 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/Customer Solutions team in Basel we are currently looking for an enthusiastic **Customer Solutions Director / Senior Director**.

Your Role

The Customer Solutions Director will be instrumental in driving gross new business with Clinerion's data & technology. The focus is to secure and retain business through professional, consultative, proactive sales activities directed at decision makers and decision influencers at existing and new customers. The Customer Solutions Director will research and identify target markets, build relationships, perform in-depth presentations and strategic analysis, and execute implemented plans, establishing and managing an effective business development program to maximize organizational growth.

Your Responsibilities

- Actively prospect and leverage potential new business opportunities within specified customer account(s).
- Analyze potential opportunities and develop sales plans for each target account. Ensure appropriate strategy/solution is proposed to customer. Monitor actions and results against plans.
- Adapt successful strategies and tactics to meet market demands and financial targets.
- Maintain high visibility within customer organizations. Monitor customer satisfaction by communicating regularly with customer.
- Plan and coordinate all customer sales activities.
- Record all customer sales related activities in CRM system.
- Prepare sales activity report for sales management as required.
- Develop strategies and enhance relationships with key decision makers within life sciences companies with respect to Real-World Evidence, clinical trial protocol design, site selection and patient recruitment for the clinical trial process.
- 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.

Your Profile

- Bachelor's degree or equivalent.
- Multiple years of professional sales experience selling into life science industry.
- 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.
- Excellent knowledge of the English language. Any other language is a plus.
- 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.
- Strong presentation, product demonstration and communication skills.
- Experienced with CRM tools.

Our Offer

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.

Job Function	Customer Solutions
Experience Level	Experienced
Start date	Immediately or upon agreement
Working Location	Basel, Switzerland
Working Percentage	Full-time
Contract Type	Permanent
Traveling required	40-60% (in non-pandemic times)

How to apply?

Please send your compelling dossier, containing all relevant details (CV, motivation letter at minimum), to eva.zuberer@clinerion.com.