

## Customer Assistance Manager

### Job Description

- **Builds and coordinates VBC's Customer Assistance Division**, from Products installation and validation to clinical ATMP production, including servicing of Products. In doing this, he collaborates cross-functionally with all VBC's Division Managers, including Bio (process development and specific ATMP manufacturing processes), Tech (installation, service interventions, customizations of SW/HW/Disposables) and Quality.
- Drives alignment of VBC's Products to customer requirements and **industry standards**.
- Collaborates closely with VBC's **Marketing function**, which is responsible for customer identification, commercial management of contacts, and closing of sales.
- Reports to the COO.

### General tasks

- **Building VBC's organizational capability in the Customer Assistance area.**
- Improving VBC's internal processes, especially those related to customer support and post-sale service, aligning them to **Industry Standards**.
- Facilitating customer-driven, cross-division collaboration.

### Specific tasks

- **Defining customer's process requirements according to industry standards** by organizing meetings and questionnaires on aspects related to costing, business, technology, raw materials, and lab equipment.
- **Coordinating and diverting the customer's requests towards the different VBC specialists**, including engineers, scientists, and business management (marketing and sales).
- **Providing inputs for continuous innovation** based on customer feedback, industry standards, and personal knowledge of other technologies.
- **Supporting Marketing function** in customer qualification, e.g., assessing customer readiness and potential, participates in meetings with prospects, provides inputs to finalize promotional material.

### Skills/attributes

- Relevant professional experience in similar roles is mandatory, preferably in medical or healthcare industry.
- Ability to prioritize and manage a variety of activities in a fast-paced business environment.
- Result-oriented, dynamic and decisive, with the capability to manage a multidisciplinary cross-functional team.
- Must possess strong communication and listening skills. Fluency in English is required.

The position requires up to 20% time in travel.

Location: office-based in Udine.

### About VivaBioCell

VivaBioCell is an Italian Company fully owned by ImmunityBio (NANT Group, Los Angeles, USA).

VivaBioCell mission is to provide smart and cost-effective solutions that allow for the improvement and standardization of advanced therapies manufacturing.

We truly want to inspire the application and diffusion of sustainable advanced therapies, with the long-term vision of bridging regenerative medicine into the mainstream worldwide clinical practice.



Job Offer

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Place of employment VivaBioCell S.p.A., Udine	Working Time Full Time	Contract Permanent contract
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Write an email to [careers@vivabiocell.it](mailto:careers@vivabiocell.it) attaching your CV to apply to the current job offer.  
Visit our website [vivabiocell.it](http://vivabiocell.it) to get more information on VivaBioCell and our products.

Udine, November 25<sup>th</sup>, 2020