



# MY WORK IS A STORY OF FLOURISHING.

What story will you tell?



## **Business Manager**

When you're part of the team at Thermo Fisher Scientific, you'll do important work, and you'll be valued and recognized for your performance. With talented managers and inspiring coworkers to support you, you'll find the resources and opportunities to make significant contributions to the world.

## **Greenville, NC**

### **How will you make an impact?**

The Business Manager develops and manages the strategic business relationship with commercial clients, through understanding the client's organization and business needs, in order to maximize client service and satisfaction in the overall best interest of the company. The Business Manager understands the technical and business specifics with respect to client and business requirements, and how they fit the site business strategy, and identifies solutions aligned with these requirements. He/she builds a foundational business relationship with business accounts which represent a high level of volume and complexity in a site to generate business growth through identifying and developing business opportunities and partnering with Sales. The Business Manager serves as an escalation point and decision maker for day-to-day and project-related needs.

### **What will you do?**

- Develop and manage the strategic business relationship with existing and new clients.
- Build client relationships, partnerships, and identifying growth opportunities with existing clients.



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- Facilitate the execution of the portfolio management strategy for a program of clients and/or projects.
- Serve as escalation point for critical needs, prioritization, and decision making.
- Work closely with project team members to ensure best in class service for the client.
- Drive contract compliance; generate and negotiate new contracts and updates to existing contracts with input from the Portfolio Manager, Business Development Executives, and site leadership.
- Manage site and operations (S&OP) processes; utilize business intelligence and client input to drive long-term demand and capacity scenario planning. Assist in development of annual revenue budget.

## How will you get here?

### Education

Bachelor's degree in science or business is required. Master's degree in business or science is preferred.

### Experience

- Five years of previous related experience in project management, account management, sales or marketing with internal or external client-facing responsibilities.
- Experience with budgeting and forecasting is required.

### Knowledge, Skills, Abilities

- Some understanding of project management principles is required.
- Knowledge of pharmaceutical or contract manufacturing industry is strongly preferred.
- Superior communication skills; capable of maintaining optimistic communication with clients and internal customers, while managing challenging situations.
- Highly skilled at conflict resolution and negotiation.



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At Thermo Fisher Scientific, each one of our 70,000 extraordinary minds has a unique story to tell. Join us and contribute to our singular mission—enabling our customers to make the world healthier, cleaner and safer.

Apply today! <http://jobs.thermofisher.com>

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