



a WuXi AppTec company

As European representative of WuXi Biology, Crelux provides customized, early-stage drug discovery solutions. Our integrated services in protein production, structural biology, biophysics & screening, biochemical and cellular assays are all tailored to enable comprehensive drug discovery support.

At Crelux, we empower our clients to accelerate their research - helping them work faster, more efficiently, and focused on success. By integrating the comprehensive service portfolio of our parent company WuXi AppTec, we provide unique opportunities to streamline and advance discovery, from concept to candidate.

Crelux, a WuXi AppTec company | Am Haag 16 | 82166 Gräfelfing | Germany



### **Customer Relations Manager (m/f/d)**

To strengthen our team in Gräfelfing, we are looking for a Customer Relations Manager (m/f/d) on a full-time basis, starting immediately. The position is based in Munich and plays a key role at the interface of science, contracting, pricing, customer service, and funnel management within CRELUX and the broader WuXi AppTec organization.

### **Responsibilities**

#### **Contracting & Proposal Management**

- ✂ Promoting and maintaining a high level of customer satisfaction through deep understanding and clear communication of the CRELUX's service portfolio
- ✂ Understanding scientific workflows and project requirements to accurately generate contracting proposals that align with client needs and expectations
- ✂ Providing scientific and strategic input to enhance proposal quality and business alignment
- ✂ Implementing, and regularly updating pricing structures to ensure competitiveness
- ✂ Optimizing proposal content, templates, and internal processes to improve turnaround time and win rate
- ✂ Synchronizing pricing and commercial information across clients, scientific teams, and sites
- ✂ Identifying process weaknesses and driving continuous improvement in contracting workflows
- ✂ Identification, acquisition, and further development of target customers worldwide
- ✂ Maximizing client value and retention across all engagements
- ✂ Acting as a central point of contact for incoming customer requests (direct inquiries, Service Center, conferences, scientist.com platforms)

#### **Customer Service & Engagement**

- ✂ Supporting customer follow-ups and maintaining ongoing engagement throughout the collaboration lifecycle
- ✂ Establishing and maintaining positive and long-term customer relations
- ✂ Coordinating closely with scientific, business development, and service teams to deliver optimal customer solutions across Crelux and WuXi AppTec

## **Funnel Management & Internal Collaboration**

- ✘ Maintaining and regularly updating sales funnel and pipeline data to ensure a healthy and transparent pipeline
- ✘ Providing structured feedback and recommendations to executive management regarding business development and market trends
- ✘ Responsibility for and development of the sales and customer-facing team
- ✘ Maintaining and developing a high level of market and scientific expertise in structure-based drug discovery services

## **Required Skills**

- ✘ Master's degree or higher in Biology, Biophysics, Biochemistry, Chemistry, Pharmaceutical Sciences, with a strong interest in and understanding of the scientific workflow in drug discovery and development
- ✘ Experience in customer-facing roles, with enthusiasm for engaging with clients and expanding responsibilities in a client-oriented environment
- ✘ Ability to understand customer needs and translate them into clear, precise proposals and contracts that meet client expectations
- ✘ Solid understanding of contract research services, pricing models, and proposal development
- ✘ Highly organized, structured, and self-reliant working style, with strong planning and prioritization skills
- ✘ Strong interpersonal skills, able to connect easily with people and build trusted relationships with both customers and internal stakeholders
- ✘ Team player with a strong sense of responsibility toward customers and internal collaborators
- ✘ Excellent communication skills in English; German is an advantage
- ✘ Passion for working in a collaborative, international team environment

## **We offer:**

- ✘ A role in an innovative and scientifically dynamic environment
- ✘ Global interaction with clients from biotech, pharmaceutical industries and academia
- ✘ Structured onboarding and continuous training opportunities
- ✘ Modern laboratory infrastructure
- ✘ Competitive compensation
- ✘ Access to eGYM Wellpass membership for personalized fitness and wellness plans.

## **Are you interested?**

We look forward to receiving your comprehensive application by email, including your salary expectations and earliest possible starting date, to our HR department: [crelux.careers@wuxiapptec.com](mailto:crelux.careers@wuxiapptec.com)