

Operations manager

ImmunXperts offers a wide range of Immunology services with a strong focus on immunogenicity and immuno-oncology. The offerings include in vitro assays to assess the immunogenic potential of test molecules using T cell activation and proliferation assays as a surrogate marker for the induction of Anti-Drug-Antibodies. On the immuno-oncology side, ImmunXperts develops in vitro assays to assess the functionality of candidates. ImmunXperts is your partner of choice for the development and customization of cellular and molecular assays and for assistance with protocol optimization and in-house training.

Job Description

We are looking for an Operations Manager to plan, direct and coordinate ImmunXperts' operations. You will be responsible for improving overall performance, productivity and efficiency through the implementation of effective methods and strategies.

The area of responsibility for this role is very wide and thus requires thorough knowledge of ImmunXpert's core activities combined with excellent coordination and anticipation skills, to set up the most efficient ways to run the processes. The goal is to safeguard and augment the efficiency of the company's operations to drive extensive and sustainable growth.

Key responsibilities

On a daily basis you will understand and dive into ImmunXperts' team activities in order to:

- Evaluate regularly the efficiency of ImmunXpert's activities according to organizational objectives and apply improvements
- Manage procurement processes and coordinate material and resources allocation
- Oversee customer support processes and organize them to enhance customer satisfaction
- Revise and/or formulate policies and procedures, in line with ImmunXperts' culture and vision, and promote their implementation,
- Manage relationships/agreements with external partners/vendors
- Evaluate overall performance by gathering, analyzing and interpreting data and metrics
- Ensure that the company runs with legality and conformity to established regulations
- Formulate, organize and monitor inter-connected projects
- Decide on suitable strategies and objectives
- Coordinate cross-project activities



Requirements

- Experience with cellular assays, ideally with a Master or Ph.D. in Immunology, Biology, Pharmaceutical Science, or equivalent by experience
- Experience in working with customers and service providers is a plus
- Ability to effectively communicate with all levels of the organisation
- Leadership and organizational skills
- Outstanding communication and inter-personal skills
- Excellent problem-solving and anticipation ability
- Excellent knowledge of MS Office; working knowledge of program/project management software (Basecamp, MS Project etc.) is a strong advantage
- Excellent English and French (written and spoken) skills
- Knowledge of project/program management techniques and methods are an advantage

Contact

Please send your motivation letter and CV to info@immunxperts.com