



## About ITM

ITM is a privately owned biotechnology and radiopharmaceutical group of companies dedicated to the development, production and global supply of targeted diagnostic and therapeutic radiopharmaceuticals and radioisotopes for use in cancer treatment. We are developing a proprietary portfolio and growing pipeline of targeted treatments in various stages of clinical development addressing cancers such as neuroendocrine cancers or bone metastases. Our main objectives are to significantly improve treatment outcomes and quality of life for cancer patients through a new generation of Targeted Radionuclide Therapies in Precision Oncology. The headquarters are located in the heart of the research center of the Technical University of Munich (TUM).

In the United States, ITM is expanding to support our growing portfolio and pipeline. We are building a high-performing commercial team to bring innovative radiopharmaceutical therapies to patients and strengthen our presence in oncology.

As a Radioligand Customer Service Associate (Shift 2) at ITM USA, Inc., you will serve as the primary operational point of contact for hospitals, health systems, nuclear medicine departments and nuclear pharmacies throughout the radioligand therapy treatment journey. In this role, you will be responsible for supporting customer onboarding, order management, dose scheduling, shipment visibility, issue resolution and post-delivery support while partnering closely with manufacturing, logistics providers, and commercial teams. Given the highly time-sensitive nature of radiopharmaceuticals, you must proactively identify and resolve potential disruptions to ensure uninterrupted patient treatment, driving a culture of exemplary customer experience across our network of hospitals and nuclear medicine clinics.

# Radioligand Customer Service Associate (Shift 2)

## Your role

- **Customer Support & Operations:**  
This position's standard work schedule is to provide primary phone and email support to US based customers during standard hours (11:30 am – 8:00 pm ET). Flexibility is required to occasionally work an alternative shift (8:00 am – 4:30 pm ET) to provide coverage during vacations, absences or other operational needs, while adapting workflows to support a growing commercial organization. Onsite 5 days a week schedule at Princeton, NJ location, with potential to move to a hybrid schedule based on commercialization scale.
- **Case Management:** Manage customer cases from intake through resolution by reviewing ticket history, identifying trends, ensuring seamless handoffs and providing guidance to clients on platform best practices using SAP, ERP Systems, PowerBi software and logistics tracking tools.
- **Dose Delivery Monitoring:**  
Proactively monitor live shipment dashboards to identify potential transportation delays and intervene before time-sensitive

## Your profile

### Education:

- Bachelor of Science or Bachelor of Art in Life Sciences, Supply Chain Management, Healthcare Administration, Information Technology, or a related technical or scientific field.
- An equivalent combination of education and direct, hands-on experience in radiopharmaceuticals, nuclear medicine operations or radioligand therapy logistics will be fully accepted in lieu of the specified degree major.

### Experience:

- 3-5 years of experience supporting time-sensitive healthcare logistics, nuclear pharmacy operations, medical customer service or hazardous medical transportation.
- Prior experience supporting nuclear medicine products, radiopharmaceuticals or radioligand therapies is highly desirable.

### Soft Skills:

- Exceptional verbal and written communication skills with the ability to provide clear instructions effectively across customers, nuclear

radiopharmaceutical deliveries  
impact patient care.

- **Customer Onboarding & Training:**

Partner with Account Managers to onboard new radioligand therapy sites by supporting online ordering portal registration, order entry training, ticket submission and customer service processes to improve adoption and operational efficiency.

- **Order Management:** Support customers with order modifications, cancellations, re-orders, shipment updates and escalation of product complaints or potential adverse events while maintaining proactive communications throughout the process.

- **Crisis Management & Supply Prioritization:** Partner with Account Management, Manufacturing and Supply Chain teams to support customer communications and prioritize product allocation during manufacturing disruptions, product shortages or other issues that may potentially constrain supply.

- **Cross-Functional Lab Liaison:** Serve as the operational liaison between customer-facing teams, manufacturing and nuclear pharmacy partners to facilitate urgent requests and ensure timely execution of critical orders.

- **Compliance and Guardrails:** Maintain compliance with HIPAA regulations while accurately documenting complaints and supporting pharmacovigilance reporting requirements.

pharmacists, logistics providers, manufacturing and sales teams.

- Strong problem-solving, organizational and decision-making skills in a fast-paced, high priority environment.
- Ability to manage multiple priorities while maintaining exception attention to detail.

**Technical Proficiency:**

- Microsoft Office Suite
- SAP
- ERP Platforms
- PowerBi
- SharePoint
- Comcast VoIP or similar telephony systems

## Our offer

- Competitive base salary.
- Comprehensive health benefits, including a medical plan with no employee premium and 100% company-paid dental and vision coverage.
- Annual bonus opportunity.
- 401 (k) with company match.
- Generous paid time off and company holidays.
- An entrepreneurial environment with the opportunity to shape a high-growth U.S. business.

Salary Range (US) \$100,000 - \$125,000

The compensation range for this US role is listed above for a full-time employee. Actual salary will vary based on factors such as candidate's qualifications, skills, competencies, and demonstrated experience.

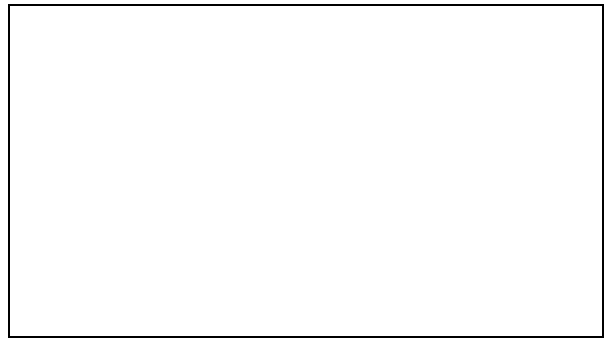
ITM is an equal opportunity employer. Qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, disability, veteran status, marital status, or any other characteristic protected by law.

If you are a qualified individual with a disability or a disabled veteran and are unable to apply for a position through our online application process, you may request a reasonable accommodation. To request assistance, please contact us at [carrersus@itm-radiopharma.com](mailto:carrersus@itm-radiopharma.com).

[Apply now](#)

**More about ITM**

With us, you will have the opportunity to work in an international environment on ground-breaking projects that can have a significant impact on cancer care worldwide. We are looking for dedicated, talented and passionate professionals who share our vision and want to help shape the future of oncology. If this exciting challenge appeals to you and you would like to contribute to realising our common goal, please do not hesitate to send us your application. We look forward to hearing from you!



For more information please visit: [www.itm-radiopharma.com](http://www.itm-radiopharma.com)