



## 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.

The Director of Customer Service will lead the design, launch, and ongoing management of the customer service function for a growing nuclear medicine organization. This role plays a critical part across both pre-launch and post-launch phases, building foundational systems, SOPs, communication frameworks, and partner workflows pre-launch, then scaling and managing customer-facing operations post-launch. The role serves as the primary point of contact for customers and acts as a central coordination hub across internal teams and external partners.

## Director, Customer Service US

# Your role

## Pre-Launch Responsibilities

- Build the customer service function from the ground up, including structure, workflows, and service standards.
- Define customer service system requirements and lead CRM selection, implementation, and validation.
- Develop SOPs covering customer communications, order intake, delivery confirmation, issue management, and escalation pathways.
- Establish customer communication and escalation models prior to commercial launch, including clearly defined internal communication pathways and escalation protocols across Supply Chain, Account Management, Finance, Quality, and other cross-functional partners.
- Partner cross-functionally with Commercial Operations, Supply Chain, Quality, Finance, and distribution partners to define end-to-end customer workflows.
- Support launch readiness activities, including process simulations, training, and contingency planning.

## Post -Launch Responsibilities

- Lead day-to-day customer service operations following commercial launch.
- Serve as the primary point of contact for customers, managing inquiries,

# Your profile

- Bachelor's degree required; healthcare, life sciences, or business preferred.
- 8-10+ years of experience in customer service operations, commercial operations, or healthcare operations, including experience building or scaling a function in a regulated environment.
- Demonstrated experience owning end-to-end customer service or commercial operations, including support for product launch or go-live environments.
- Experience leading or owning CRM platforms, SOP development, and operational workflows in a regulated healthcare environment.
- Proven ability to partner cross-functionally with Supply Chain, Quality, Finance, and Commercial teams to resolve issues and manage escalations.
- Demonstrated experience leading and developing teams.

escalations, and service issues.

- Manage and develop a customer service team of 2-4 employees, with future scaling as volume increases.
- Track service performance, customer feedback, and KPIs; implement continuous improvement initiatives.
- Maintain close coordination with distribution partners to ensure service alignment and rapid issue resolution.
- Ensure ongoing compliance with regulatory, quality, and safety requirements.

### **Delivery, Logistics & Exception Management**

- Oversee delivery verification processes, ensuring confirmation of dose delivery and accurate customer records.
- Provide customer logistics support for missing, delayed, or lost doses, coordinating with distribution partners, internal teams, and customers to resolve issues quickly.

### **Systems, SOP's & Process Ownership**

- Own CRM configuration, data integrity, reporting, and ongoing optimization.
- Define, write, and maintain SOPs for all customer service, logistics, and escalation workflows.

## **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) \$150,000-\$200,000

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 [careersus@itm-radiopharma.com](mailto:careersus@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)