



Santhera Pharmaceuticals is a Swiss specialty pharmaceutical company committed to developing and commercializing innovative medicines to meet the needs of patients living with rare and other diseases with high unmet medical needs.

At Santhera, our people are the driving force behind our success. Our collective loyalty, courage, and resilience set us apart and help us thrive through change as a collaborative team. We create a purposeful workplace where your contribution matters, growth is fostered, and together we make a real impact for those living with rare diseases and for each other.

Come and join our team to contribute to providing treatment options for patients with rare diseases that have a severe impact on the lives of affected children and adults. You can make a difference as:

Supply Chain Operations Specialist

Location: Pratteln, Switzerland (Hybrid)

Who You Are

You are a proactive and detail-oriented supply chain professional with several years of experience in logistics, distribution, customer service, or order management, ideally within the pharmaceutical or biotechnology industry. You thrive in a fast-paced, collaborative environment and enjoy working across functions to ensure seamless operations and uninterrupted patient supply.

With a strong understanding of logistics networks, GDP and GMP requirements, and ERP systems, you combine operational excellence with a customer-focused mindset. You take ownership of challenges, communicate clearly with stakeholders, and approach your work with a high level of accuracy, accountability, and flexibility.

Scope of Work

The Supply Chain Operations Specialist is responsible for managing all activities related to Santhera's commercial distribution and supporting the local Santhera affiliates, distribution partners and Santhera's finance organization with handling the downstream order to cash transactions.

This role also supports and resolves quality-related matters, such as transport damage and customer complaints, and raises deviations and CAPAs related to commercial distribution and warehousing.

As a member of the Supply Chain group, the Supply Chain Operations Specialist will also help to enable additional distribution activities for any new product launches in collaboration with Santhera's team and in accordance with the vision of the company.

This role serves as the main coordinator for Santhera's end-to-end supply chain, with a focus on order management, logistics, and customer service. It also supports inventory management and financial reconciliation and works closely with the planning function to help ensure uninterrupted patient supply in the markets.

Key Responsibilities

- Manage and maintain the distribution network for commercial products, ensure uninterrupted supply to patients
- Main Contact for Santhera's 3PL network and selected commercial partners
- Support Santhera's Global S&OP Process with Data and active participation as needed
- Transport Management for inbound and outbound deliveries, creation and filing of transport related documents
- Handling of all Customer Orders (Sales Orders) in Santhera's ERP Business Central (Order to Cash)
- Collaborate with the Finance organization to ensure timely invoicing and month-end reconciliation
- Contribution to the continued development of Santhera's SCM & Distribution processes

Required Qualifications & Experience

- Completed commercial apprenticeship or equivalent
- Hands-on experience in ERP Systems (Business Central knowledge is a plus)
- 5+ years of professional experience, preferably in pharma or biotech industry
- Understanding of Logistics & Distribution Networks
- Knowledge of current GDP and GMP Guidelines

Required Competencies & Skills

- Excellent communication and interpersonal skills
- Sense of urgency and flexibility to accommodate business needs as and when they occur
- Open, proactive and constructive collaboration with Santhera colleagues in different functions
- Clear communication on issue escalation towards internal and external stakeholders
- Strong customer orientation, willingness to go the extra mile to provide excellent service to third-party and internal Santhera customers
- Leveraging various functional expertise to achieve assigned business goals
- Well organized work style focused on detail and dedicated to accuracy
- Reliable and with high sense of accountability
- German & English proficiency level. Any further languages are an asset

If you are interested in a multicultural, challenging, and innovative working environment and your profile matches our requirements, we are looking forward to receiving your online application in English via LinkedIn or Email, at career@santhera.com

Note for agencies: Recruitment agencies are kindly invited to refrain from sending unsolicited CVs to Santhera.