

# Director, Program Management & Product Support

Bio-Rad is an innovative company and thanks to its laboratory diagnostic systems world leader in the field of blood group serology.

## Overview

As Director, Program Management & Product Support, you are a member of the division senior management team to provide strategic vision. You manage staff of project managers with leadership responsibility for all complex programs and projects within the division. You oversee the leadership of multiple projects with high business complexity as defined by multiple technologies/product groups, geographic complexity, technical complexity and/or high regulatory complexity. You work within the constraints of scope, quality, time and cost, to deliver specified requirements and meet divisional financial objectives. You lead divisional management reviews to ensure key project milestones are met and that critical issues and budget and staffing constraints are resolved. You ensure that all the appropriate project documents and records are appropriately prepared and filed according to division quality system procedures and ensuring regulatory and audit compliance. As a member of the senior management team, you function as a key contributor to the overall quality system and product development/design control oversight processes and to the overall divisional strategy. You manage the division product support organization, providing Level 3 product support for all IHD products and training programs for service personnel, applications specialists, and technical service of GCO selling entities and third-party distributors. You ensure QA and auditability standards as well as high levels of customer satisfaction in handling product issues.

## Your tasks

- You manage direct reports to ensure projects are completed on time and on budget. You train, develop and empower direct reports to take on team leadership positions effectively. Typical management responsibilities: setting objectives, review and manage performance, staffing, define team organizations, etc.
- Strategic planning - works in conjunction with VP, R&D, Manufacturing, Marketing and Regulatory managers in setting division strategic and tactical plans.
- You work directly with division counterparts and other functional managers (R&D, Marketing, Manufacturing) to drive people across multiple functions and teams to stay focused and moving forward on strategic goals while managing dependencies and removing obstacles that stand between the team and business success.
- You manage division program portfolio and PMO strategy including processes used, communication methodologies and high level project timelines for management tracking.

## Your profile

- 15+ years managing program wide projects with complex projects in the biotech or related industry, or equivalent combination of education and experience.
- Experience successfully leading teams of minimum 20 employees.
- Strong leadership skills: motivating, inspiring, team building, collaborating.
- Verbal and written communication skills, effective and diplomatic mediation, problem solving, good judgment in decision making, good time management, organization, effective partnerships with non co-located teams.
- Creativity in finding solutions. Able to look within, across and outside the organization.
- Experience working in an FDA QSR, IVD Directive and ISO 13485 regulated environment.
- Project Management Professional certification through accredited university or Project Management Institute would be an asset.

## Bio-Rad Laboratories

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Our company is involved in the supply of high-quality products and services intended for diagnostic laboratories. Independence, innovation and commitment are the fundamental values that permeate our company culture, as well as a strong orientation towards our customers and a multicultural environment.

If you feel attracted to this unique opportunity and you would like to take on new challenges, we would like to get to know you. Please forward your complete application dossier (application letter, CV, copies of work certificates and diplomas/degrees, etc.) to the address given in the advertisement.