

“Understanding customers’ needs, and being able to satisfy them...”

Bio-economy Career Profile

Position: Sales Manager, Contract Manufacturing

Name: David Young

Company: Cangene Corporation

Salary Range: \$60,000 to \$100,000 per year

What I do:

My job is to attract and maintain the customer base for Cangene’s contract manufacturing group, so my activities are focused on soliciting business from new customers – preparing proposals and contracts. Once the contracts are signed, my job is managing the customer relationship.

I’m responsible for a wide range of sales and marketing activities. I have a base of about 10 active customers, so I’m involved in keeping contact on ongoing manufacturing work, customer service, and writing orders – new proposals or quotes. As well, I do sales prospecting to get new customers.

What education and skills do candidates need for this position?

There are a number of ways you could work in this position. It could be through a combination of a scientific background, followed by some work on the research and development side of the business. Sales experience is good too, but it’s not absolutely necessary in order to be successful in this position.

You have to be hard working, able to work independently, have good communications skills, and technical knowledge of biopharmaceuticals, because that’s what we manufacture.



The more knowledge you have about the products, the more you know about the research that goes into them and the process of how they’re made, and the more you understand your customers’ needs. As far as sales and marketing skills, you have to have good communication and business skills, and understand contracts and the basic legal issues.

What are the best parts of your job?

The best thing about the job is working with people to deliver on their needs for products and services. It’s the process of understanding the technical aspect of customers’ needs and being able to translate that into a solution to the problem, and being able to get business and generate revenue for the company.