

Positions Available

Job Holder	
Job title	Account Executives X4
Business unit	Clinigen SA (UK & USA Regions)
Geographic location	Gauteng
Name & title of direct line manager	Account Lead
Number of immediate subordinates / reportees	None

Main Purpose of Job
<p>Primary point of direct contact and communication with Clinigen's Customers, i.e. hospitals, physicians and pharmacists. Responsible for servicing customer needs and providing information and education for the range of Clinigen and client products to assigned accounts. Ensure all enquiries are processed accurately following set systems and processes.</p> <p>Handling a range of customer accounts within a customer service environment, using knowledge and skills gained through training to handle the customer efficiently and effectively. Customers may be a skill mix of inbound telephone calls, outbound telephone calls, emails or faxes. The Account Executive will be trained on a range of services, dependent on individual skill sets and business needs. A flexible approach is required as services may be subjected to change. Delivering class-leading advice and service to a range of global customers within the Customer Service department through:</p> <p>Product Enquiry Management:</p> <ul style="list-style-type: none"> • Process customer orders accurately for each enquiry through to completion to deliver the right drug, to the right patient, at the right time; • Adhere to set regulatory and legislative standards and the Clinigen processes; • Make recommendations on improvements and refinements; and • Quotations in line with mapped processes for respective regions. <p>Systems and Processes:</p> <ul style="list-style-type: none"> • Accurately record and capture all data collected during order processing; • Ensure familiarisation and confidence in using all systems and processes within Customer Services department; and • Keep up to date with Standard Operating Procedures to ensure compliance. <p>Customer Relationship Development and Management:</p> <ul style="list-style-type: none"> • Respond to inbound calls, emails and faxes consistently meeting and maintaining the department KPIs ensuring that response times for customers does not fall outside of SLA; • Follow company guidelines whilst thinking quickly and outside the box to offer solutions to meet the customer's needs; • Resolve customer enquiries with relevant Q&A and options, escalating when out of scope; • Make outbound calls to assigned customers to support tactical projects for GA and MA business units;

- Make proactive calls to customers to support account development needs as and when required;
- Ability to de-escalate calls in an effective manner;
- Build long-term an ongoing external customer relationships through effective communication and interpersonal skills;
- Keep all records up to date and in relevant files including Oracle, Cliniport, Exchequer, AX or any other system (CRM or ERP); and
- Ensure effective long-term working relationship with all internal customers and support functions within the business.

Business Development Support:

- Support the customer account needs and goals in line with the country plan KPIs;
- Develop relationship with customer accounts in order to deal with queries on a first contact basis;
- Promote Cliniport/ Idis Online and encourage customers to process own orders through the automated facility; and
- Ensure that complaints are escalated immediately and corrective actions are implemented promptly to ensure customer relationship is maintained.

Personal:

- Achieve personal objectives set by line manager and relevant team and divisional KPIs;
- Develop a good working knowledge of trends and developments in the Pharmaceutical industry, relevant to the Group's business strategy;
- Develop and maintain an understanding of all relevant Clinigen and client products to support the assigned customer account needs;
- Develop and maintain effective business relationships with key Clinigen Group staff;
- Assist and support other areas of the business as and when necessary;
- Comply with all internal practices and SOPs;
- Work in a flexible manner to ensure satisfaction at all levels with all clients (internal and external);
- Sharing of knowledge and skills with the commercial teams across the Group;
- Self-Managed with ability to self-check work;
- Confidence in working with a variety of communication methods (fax/email/phone); and
- Adhere to relevant legislation in dealing with customer data.

Additional duties:

The list of duties is not intended to be exhaustive, but gives a general indication of the tasks involved. It is the nature of the company that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises and acknowledge that tasks not specifically covered in their job description are not excluded.

Minimum Requirements

EDUCATION

- BSc or Pharmacist Assistant
- 2-5 years' experience in Customer Services
- Experience in Sales or Account Management
- Experience with CRM or ERP systems

SKILLS REQUIRED

Essential:

- Fluent language ability (both written and verbal) for assigned region(s). Applicants with language capability where not a native speaker must be able to converse to an excellent level across all mediums.
- Demonstrable experience of working in a Customer Service environment.
- Customer account management skills in a business-to-business environment with the ability to develop relationships with customers.
- Inbound response handling and outbound calling capability.
- Good working knowledge of all Microsoft Office packages (Word, Excel, PowerPoint, etc.)
- Negotiation, Facilitation, Influencing and Problem-Solving skills.

Desirable:

- Experience in a similar position.
- Experience in dealing with customers.

BEHAVIOURAL QUALITIES REQUIRED

- Attention to detail.
- Customer focussed.
- Organisational awareness.
- Disciplined.
- Assertive.
- Good interpersonal skills.
- Self-motivated.

WORKING HOURS

- UK Region – 08h30 to 17h00
- USA Region – 14h30 – 23h00

Applications:

If this role is of interest to you, please email your CV to liezel@clinigen.co.za.

Closing date for applications will be 11 February 2022.