

# ALTER PHARMA GROUP NV

## GLOBAL GENERICS OPERATIONS UNIT

### CUSTOMER SERVICE OFFICER

#### ABOUT OUR COMPANY

**Alter Pharma** is a Belgian group of pharmaceutical companies with headquarters in Anderlecht (Belgium) and offices in Ireland and the United States. Employing in total over 140 employees, the Group distributes a wide range of pharmaceutical products to pharmacies, wholesalers, hospitals and retirement homes. At the same time, Alter Pharma is a global player on the generics market, with around 15 molecules on the European and US market and a fully stocked pipeline of niche, complex and added value products.

#### Our values

Our talented staff daily work in accordance with our company values:

- We are proud of our entrepreneurial culture and foster open communication, mutual respect, professionalism and efficient decision-making and we believe that our multicultural organisation is one of our most important competitive advantages.
- We believe that timely and well considered decisions as a response to emerging opportunities and ideas is the key to our success.
- We believe that the success of the company lies in the competence, dedication and motivation of each of our employees.
- We believe that freedom returns flexibility and empowerment returns commitment.

We are currently looking for a talented Customer Service Officer in Balbriggan to help us proactively managing the lifecycle of the medicinal products. The successful candidate must have proven skills in Customer Service.

You will guarantee the best service is provided to the company clients and ensure their supply needs and expectations are accomplished to the highest possible level.

You will report directly to the companies' Supply Chain Manager and will be based in Balbriggan, Ireland.

#### The job description

The Customer Service Officer GPI undertakes full responsibility:

##### Customer Forecast Process Management

- Clients' forecast request and client process education, introduction of the information in the system and critical evaluation as per internal procedures

##### Client Orders Management

- You receive, validate and process orders as per internal procedures
- You keep customer informed about order's status, solving orders issues
- You support finance department in the invoicing process and clients in product collection

- You request and record delivery documentation as per internal procedures

### Dealing with Customer Queries

- You process all queries efficiently and liaise with internal departments and external partners as required
- You ensure quick response to customer inquiries and requests

### Contract Manufacturing Orders Management and AP/ Order Management

- You create purchase orders based on client requirements and as per internal procedures, ensure the right priority is given to the company orders, request order confirmations and delivery date updates when required.
- You process shipment documents and invoices
- You keep contract manufacturers informed about client and order priorities
- You lead and actively participate in contract manufacturers' cyclic meetings/calls

### Data and Record keeping

- You keep accurate records for the order related documents, document customer service actions and discussions.
- Weekly review of the Order Overview and Forecast file for data accuracy and completeness. In case required liaise with the order responsible person to ensure the information is amended/introduced. If required support the responsible person in the amendment/introduction of the information.

### Communication

- You effectively communicate and interact with internal and external customers and stakeholders to ensure priorities and exceptions are clearly understood and issues are resolved.
- Escalating potential issues which would affect costs and/or timelines.

### Management of Commission and Exchange Reconciliation Process together with Finance Team

- You keep updated the Commission invoice file with all new orders received
- You calculate and check the value of the commission invoices to be issued. Request Finance Department and counterparts to issue the related invoices. Send the invoices to the required party. File the invoices received both physically and electronically
- You resolve any issues related to the commission invoices (clarifications, credit notes, changes, etc)
- You review exchange rate reconciliation files when received from CMO

### Other

- Management of EU Retest as per internal procedures
- You work on process improvement and other projects together with the Customer Service Team Leader and also with other company departments
- You support the Supply Chain team by ensuring the Supply Chain systems are accurate and updated at all times (Order Overview, Forecast file, etc)
- If required you assist Supply Chain team in their day to day tasks like samples delivery to clients, order documentation filing, reports preparation, orders and delivery process in ERP system, etc
- Any other duties as assigned as the role develops within the supply chain department
- You attend GMP & GDP training as required

### Your professional profile

It would be an asset if the successful candidate has already relevant experience in Customer Service.

### Your abilities

- You are a self-starter and capable of working autonomously and efficient
- You are a clear communicator and have change management skills
- You have eye for detail.
- You are flexible and able to work with deadlines.
- You empower people, look for alignment, teamwork, priority setting, trust, open communication
- You speak and write fluently English. Other languages are an asset.

For more information about our company, please visit [www.alterpharmagroup.be](http://www.alterpharmagroup.be). Motivation letter and CV can be sent to [recruitment@alterpharma.be](mailto:recruitment@alterpharma.be).