

ALTER PHARMA GROUP NV

PI SALES BUSINESS UNIT

CUSTOMER SERVICE ASSISTANT – PART TIME

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 Assistant (part time) to help us proactively managing the lifecycle of the medicinal products. The successful candidate must have proven skills in Customer Service.

You will report directly to the companies' Team leader Customer Service and will be based in Anderlecht, Belgium.

The job description

The Customer Service Assistant undertakes full responsibility of the following:

Main tasks

- You handle incoming phone calls on a daily basis
- You handle return demands from private pharmacists (directly or via sales team) + follow up afterwards
- Input of recurring orders from pharmacies
- You are in charge of translations, scanning, filing and other administrative tasks
- You follow up on weekly e-mailings

- You support on other customer service tasks in case of absence

Your professional profile

The successful candidate has proven skills in Customer Service.

You have good knowledge of MS Office, especially Excel (level: pivot table – Vlookup-function)

Your abilities

- You are flexible
- You are a clear communicator
- You drive for performance (fast decision taking, positive, courage, curious, connected)
- You have good organizational skills
- You love customer contact (through phone & e-mail)
- You are a teamplayer
- Perfect knowledge of Dutch and French (spoken and written). Knowledge of English is an asset

For more information about our company, please visit www.alterpharmagroup.be. Motivation letter and CV can be sent to recruitment@alterpharma.be.