

Job Description – Customer Account Executive	
Job Holder Signature:	Manager Signature:
Date Signed:	Date Signed:

Job Description

The Customer Services Executive will handle a range of customer accounts (both UK and International) building sustainable relationships of trust through effective Customer Relationship development and management to handle customer enquiries effectively and efficiently. Always looking at ways to make improvements to systems and processes to improve the customer experience.

Responsibilities

- Working in partnership with customers to provide exceptional customer service in line with BAP Pharma ethos of 'Promise delivered'
- Respond to inbound calls and emails consistently meeting and maintaining department KPI's ensuring that response times for customers do not fall outside of SLA and achieve the CSF's
- Make proactive calls to customers to support account development needs when required
- Ability to de-escalate calls in an effective manner
- Accurately capture all data collected during order processing
- Ensure effective long-term working relationships with all internal customers and support functions within the business
- Process customer orders accurately for each enquiry through to completion to ensure the company ethos of 'promised delivered' is followed throughout the process
- Adherence to set regulatory and legislative standards and the BAP Pharma internal processes.
- Quotations in line with process for respective regions and in line with client requirements
- Confident in using Orderwise order processing system and Customer Service processes

Requirements

- A level or equivalent required, degree level highly desirable but not essential
- Previous experience in providing Excellent Customer Services
- Fluent English language
- Knowledge of foreign languages highly desirable but not essential
- Customer account management skills in business to business environment with the ability to develop relationships with customers
- Knowledge of the Pharmaceutical Industry and the global unlicensed medicines market is preferable

Competencies

- Excellent communication skills with internal and external partners
- Ability to prioritise effectively
- Results focused with attention to detail
- Ability to multitask
- Able to work on own and make decisions independently, where needed

Work Conditions

- Reports to Commercial Director
- Overtime may be required from time to time