

Customer Account Executive – Medicines Access

Location: Marlow, Buckinghamshire, UK
Salary: Competitive base salary + performance-based bonus
Hours: Full Time
Contract Type: Permanent
Experience Level: Experienced

Our Company

Founded in 2011, BAP Pharma are the fastest-growing, independently owned pharmaceutical clinical trials supply organisation, with specialist divisions in Comparator Sourcing, Secondary Packaging & Labelling and Global Storage & Distribution.

Our story is one of incredible growth and success, which has culminated in receiving many prestigious awards, such as recognition in Diversity & Inclusion and Social & Environmental and the expansion of our core operations internationally. 2020 saw the opening of a new £5 million, 24,000 sq. ft facility in Bavaria, Germany, our corporate UK headquarters relocated to a 24,000 sq. ft modern facility in Marlow in 2021 and in 2022, we will relocate our US operations to a further state-of-the-art 25,000 sq. ft premises in New Jersey, USA.

The last 2 years have seen growth of 53% and 44% in revenues and are we forecasting to post revenues in excess of £350m in 2022, giving further growth in excess of 50%. In order to support our successful growth and revenues, we are continuing to invest in our teams across the world. By the end of 2022, our global teams will have increased by more than 70% in comparison to 2021.

We are now looking for highly qualified, experienced and passionate professionals, who are dedicated to providing unparalleled customer service, to continue to drive our business forward and become a part of our success story.

Job Description

The Customer Account Executive will handle a range of customer accounts (UK and International) building sustainable relationships of trust through effective Customer Relationship development and management to handle customer enquiries effectively and efficiently. Continually identify methods for improvements to current systems and processes to improve the overall 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 BAP Pharma order processing system (OrderWise) 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

Conditions

This role reports to the Head of Medicines Access. Additional hours may be required from time to time to meet project deadlines. You must have the ability to work under own initiative and as part of a team.

BAP Pharma are committed to enabling a supportive work environment, which is diverse and inclusive and based on mutual respect. We are proud to employ a diverse range of employees from different cultures and backgrounds.

BAP Pharma offers comprehensive training and development programmes to employees to enable them to excel in their roles. We provide our team with a platform in which to continually progress and excel and deliver on our promises to our clients.

Our people are our greatest asset, we pride ourselves on the great experience we offer our employees – become a part of our exciting future – come and join BAP Pharma!

You can apply to this role through the BAP Careers Portal [here](#).