

JOB TITLE:	Customer Services Manager
REPORTS TO:	Commercial Director Retail and Wholesale
BUSINESS AREA:	Customer Service Retail and Wholesale
DATE AMENDED:	November 2019

JOB PURPOSE

To lead the Zentiva UK Customer Services operation, ensuring that the team operates at maximum efficiency, ensuring our customers 'always' have a great experience

To influence, support and challenge, and to manage a motivated and energised team who love what they do.

To take ownership of customer issues and following problems through to resolution.

To set a clear customer service mission and deploy strategies focused towards that mission.

To recruit, mentor and develop customer service advisors and nurture an environment where they can excel through encouragement and empowerment.

To be nominated on Zentiva WDA(H) as Responsible Person and carry out the roles and responsibilities of the Responsible Person as defined in current GDP legislation. Primary responsibility for customer approval, bona fides and review of customer complaints and returns.

KEY RESULTS/ACCOUNTABILITIES

Primary Functions:

- Coach a team to provide outstanding service to our customers
- Work closely and giving ultimate support to the Commercial Director Retail and Wholesale as part of the Customer Service Team.
- Line manage the Customer Service Team.
- Work closely with the Commercial Director Retail and Wholesale in managing damages/credits and any uplifts.
- Process customer sales orders, pick stock, liaise with the warehouses, carry out the day-to-day operational duties as part of the internal sales and operations team.
- Monitor the dispatch and transit of orders to successful delivery.
- Professionally handle customer 'complaints' through to completion and sign-off, following the SOP procedure.
- Collate/report damaged stock for reclaim against contract warehouse.
- Communicate with the finance department with regards to debtors, credit and finance areas.
- Ensure that the Senior Customer Service Advisors are equipped to deputise in your absence

Other Responsibilities:

- Follow and complete the Company Induction Training Schedule, adhering to SOP

KEY RESULTS/ACCOUNTABILITIES

training and GDP and GMP training requirements. Ongoing; to embrace all company training requirements to keep up to date with the current business knowledge, skills and regulatory requirements.

- To take full responsibility in appointing a deputy within your department to oversee your work when you will not be available. This will need to be discussed with your Manager and person concerned for approval and agreement, and then you need to inform key members of your team of who will oversee and take responsibility for your work.

KEY WORKING RELATIONSHIPS

INTERNAL

Regular, close contact with: Commercial Director Retail and wholesale, Nams, Quality, Commercial Support Manager, Finance

EXTERNAL

Primary point of contact for: Customers and Suppliers

SKILLS, EXPERIENCE & KNOWLEDGE REQUIREMENTS

- Experience of acting as a Responsible Person nominated on a UK based WDA(H).
- Experience of MHRA Regulatory Inspections
- To have an excellent working relationship with customers, suppliers, contract warehouse and colleagues.
- To work with a high degree of discreetness and integrity.
- To lead by great example- demonstrate a high level of professionalism at all times.
- Great management and delegation skills
- Attention to detail and the ability to complete the task required.
- Effective Communicator - excellent telephone manner, concise professional emails.
- Team player – ability to work well within a team, being professional, courteous and flexible. Be able to motivate and lead a winning team
- Confident, self- driven, eager to learn and keen to try new things
- A brilliant planner with strong prioritization skills and the flexibility to support different locations .
- Ability to think strategically
- Excellent knowledge of management methods and techniques
- Proven working experience as a customer service manager
- Working knowledge of SAP customer service software, databases and tools
- BS degree in Business Administration or related field
- Pharma experience is not necessary but the right person is an inspiring manager who works at pace, a responsive listener, a great communicator and keen to use new

SKILLS, EXPERIENCE & KNOWLEDGE REQUIREMENTS

technology.

COMPETENCY REQUIREMENTS	LEVEL
CORE Act for Change Strive for results Cooperate transversely Commit to Customers	

Approved

Date:	
Job holder:	
Manager:	