

Customer Service Representative

Note: The use of the masculine gender includes the feminine and is employed solely to facilitate reading.

Can you imagine a career that touches the lives of people everywhere? Can you imagine yourself working in a fast paced and dynamic workplace where rapid decision making, entrepreneurial initiatives, customer service and community become your new vision? A vision that drives our growth and success...if so, then Paladin is the place for you!

Paladin Labs Inc., headquartered in Montreal, Canada, is a specialty pharmaceutical company focused on acquiring or in-licensing innovative pharmaceutical products for the Canadian market.. Paladin has a focused marketing and sales organization that has helped it evolve into one of Canada's leading specialty pharmaceutical companies. Paladin is an operating company of Endo International plc, a global specialty healthcare company focused on improving the lives of patients while creating value.

We are a dynamic and fast growing organization. Paladin is constantly looking for great people to contribute to our growing business. We believe in empowering our employees by giving them the freedom to raise new ideas and encourage decision making in an environment that fosters the growth and development of each individual. Paladin's culture is committed to building our business as well as our community, helping others, encouraging integrity and inspiring people to make a difference.

Position Summary

The Customer Service Representative is responsible for entering, verifying and managing customer orders. The incumbent must also make sure that all relevant information is communicated to customers. The incumbent is responsible for major accounts and for keeping some reports or lists used by internal or external customers up to date. Working with Customer Service colleagues and colleagues in other departments, demonstrates service excellence and commitment to customer satisfaction.

Reports To

Operations Manager

Specific Responsibilities

- Enter and verify orders from customers, representatives, employees and the Marketing department, by telephone, mail, email, or fax for the various organizations served by Customer Service.
- Communicate relevant information to customers in a timely fashion (short-dated products, wrong product code used, etc.).
- Answer various questions from customers or directing them to the appropriate resource.
- Manage orders as per requests from Operations team (allocation, release, orders cancellation).
- Follow up with 3PL provider and customers when orders are late or parts are missing.
- Ensure various reports and lists required by customers/department are up to date.
- Convey complaints to the appropriate persons as well as communicating with the various departments about problems or opportunities for improvement.
- Participate in departmental meetings, activities and working to achieve the department's performance indicators.
- Perform various clerical tasks related to the department and all other tasks as required.

Candidate Profile

Experience, Training and Education

Required

- 1-2 years' experience in Customer Service or in a similar position, preferably in the pharmaceutical field.
- College diploma in Administration or relevant field
- Bilingualism (French and English), written and spoken.
- Excellent communication skills.
- Excellent team player.
- Good organizational skills.
- Good judgment.

Asset

- Knowledge with the Windows environment.
- Knowledge with SAP or JDE an asset.

*To apply, please send your resume: hr@paladinlabs.com
Only selected candidates will be contacted.*