

## **Senior 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**

Reporting to and working with the Operations Manager the Senior Customer Service Representative is responsible for entering, checking 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 reports and/or lists used by internal or external customers up to date. The incumbent is responsible for monitoring operational statistics, achieving key performance indicators and updating Customer Service guidelines. The Senior Customer Service Representative also ensures that customers' concerns are handled in a professional manner, demonstrating service excellence and commitment to customer satisfaction. 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.
- Manage customer complaints, communicate relevant information to customers in a timely fashion (short-dated products, wrong product code used, etc.), and answer questions or directing them to the appropriate resources.
- Manage major accounts.
- Manage orders as per requests from the Operation team (allocation, release, orders cancellation).
- Ensure reports and/or lists used by internal or external customers up to date.

- Follow up with 3PL provider and customers when orders are late or parts are missing, sending the list of out-of-stock products.
- Convey complaints to the appropriate persons as well as communicating with the various departments about problems or opportunities for improvement.
- Monitor operational statistics, achieving key performance indicators and updating Customer Service guidelines.
- Resolve EDI issues.
- Send notices to wholesalers, providing support for returns to inventory, preparing necessary export documents.
- Provide adequate training for all Customer Service Representatives, so they meet performance expectations. This includes initial training, additional training (as required), as well as ongoing communications about products, procedures, policies and Customer Service guidelines.
- Perform various clerical tasks related to the department and all other tasks as required, including managing specific projects.

## **Candidate Profile**

Experience, Training and Education

### **Required**

- 4 – 6 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).
- Interpersonal and organizational skills.
- Excellent communication skills (listening, written communication, oral communication).
- Excellent problem-solving skills.
- Good team-building skills.
- Good planning skills.

### **Asset**

- Management experience is an asset.
- Knowledge with the Windows environment.
- Knowledge with SAP.

*To apply, please send your resume: [hr@paladinlabs.com](mailto:hr@paladinlabs.com)*

*Only selected candidates will be contacted.*