
Telix-Job Description : Customer Service Manager

Type : Full-time

Location : Europe

Date : Immediate

About Telix Pharmaceuticals Limited

Telix Pharmaceuticals Limited (“Telix”, the “Company”) is a Australian public company (ASX:TLX) headquartered in Melbourne with operations in Europe, the United States and Japan. Our mission is to be a leading, global biopharmaceutical company in the field of “theranostic” radiopharmaceuticals and we are currently developing a mid-late stage pipeline of products in prostate, kidney and brain (glioblastoma) cancer.

Description

The core deliverable of the role is to manage the customer service. Your goal will be to provide outstanding customer service to our clients by developing effective customer service procedures, implementing customer loyalty programs, and setting customer satisfaction goals.

Reporting to the Vice President Sales & Marketing EMEA, you will be in charge of maintaining and enhancing customer relationships. You will act as a sales team liaison and provide product/services information, resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

Responsibilities include but are not limited to:

- Develop service products, procedures, policies and standards
- Work hand-in-hand with sale & marketing, logistics, supply chain management. However this will be predominantly a commercial leadership function in ensuring a high quality customer experience, both prior to product acquisition (site preparation, logistics, licensing, etc.) and post-sales activity
- Take ownership of customers issues and follow problems through to resolution
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Coordinate closely with QA/Regulatory/Product Management
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information needs to achieve satisfaction
- Generate sales leads, customer retention opportunities
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using appropriate methods/tools
- Effective use of CRM system
- Manage the placement of orders, refunds, or exchanges, where applicable

EDUCATIONAL PREREQUISITES AND SKILL REQUIREMENTS:

- Bachelor's degree required
- Proven trackrecord working in and or managing a customer service function / team, experience in the medical /pharmaceutical area a plus
- Technical background and or technical experience seen as valuable
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- Experience working with ERP Systems, CRM (salesforce) experience a plus
- Experience coordinating CS related projects, product development
- Exceptional communication skills and detail oriented
- Excellent interpersonal and organisational skills
- Languages: English mandatory – French, German highly desired, other languages a plus

Contact

For further details and information pertaining to compensation for the role, as well as expressions of interest, please contact Telix People and Culture at employment@telixpharma.com