



Customer Services Associate

Saol Therapeutics (pronounced "Sail") is an international specialty pharmaceutical company focused on providing therapies to patients with unmet medical needs. The company has a strategic emphasis on spasticity and orphan therapeutic areas. The management team has a broad range of experience in commercialization, acquisition, licensing, formulation, and product development. We are a dedicated group of professionals who have committed our life's work to developing and bringing high-value, much-needed drugs to market. We are seeking a highly-skilled individual who is patient focused, passionate, ethical, team-oriented, and who wants to grow a company that will make a difference in people's lives.

SUMMARY

The Customer Services Associate is a customer facing role focused on ensuring internal and external customers experience high quality customer service and ensuring that accounts and shipments are up to date at all times. This role forms the core of the company's order to cash cycle and due to the sensitivity of the work, a high degree of accuracy and attention to detail is required. The role reports to the AD Supply Chain and Customer Services.

FUNCTIONS IN DETAIL

- Primary point of customer contact for all orders/shipments for Internal, Canadian and International customers. This includes shipment of samples required for import licenses, clinical supply chain shipments etc.
- Coordinate shipments directly with the freight forwarders, 3PLs and customers (external and internal) – to arrange product shipments. Tasks include confirming shipping dates, working with external logistics providers, create shipping documentation (Packing list, Commercial Invoice, etc.), sending customer commercial shipment documents and tracking shipments to delivery.
- Work with logistics and supply chain to coordinate forward looking shipping schedule based on forecasted and firm orders received from customers.
- Coordinate with QA, QC, RA and Logistics to complete the necessary documentation in order to ensure on-time delivery of shipments
- Work with customers to convert sales forecasts into sales orders according to contractual lead times.
- Develop a close working relationship with the sales and business development activity supporting account reviews, performance management, sales budget analysis and sales forecast scenario planning.
- Ensure customer contractual compliance.
- Maintain master data for customers (including pricing) and actual sales performance data.
- Answer and respond appropriately to inquiries, complaints and orders.
- Support AD Supply Chain with Purchase Order generation and other administrative tasks.
- Support year-end audit queries and sample document aggregation as required.
- Get involved with other projects and tasks as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS:

- Minimum of 2-5 years' experience working within pharma/logistics in a customer facing role.
- Relevant Commercial/Logistic related qualification eg: APICS (desirable)
- Advantageous: A well-developed understanding of cross functional relationship between various pharma business functions including SC, QA, R&D and Finance.
- Excellent organizational and communication skills (verbal and written)
- Excellent skills in Microsoft office applications
- Advantageous: Microsoft Great Plains experience (or ERP)

PREFERRED SKILLS AND EXPERIENCE:

- Comfortable working in a dynamic changing environment with a multidisciplinary team.
- Experience in virtual manufacturing/planning environments and S&OP processes.
- French language an advantage (written and spoken).

TRAVEL REQUIREMENTS:

- 5-10%