Bilingual Client Support Specialist, Client Relations

Reference No.:	1D380
Language:	Advanced English, Advanced French
Location:	Mississauga - ON
Public Transit:	Yes
Salary:	$60K - $65K + bonus
Benefits:	Included
Workplace Type:	Hybrid
Account Manager:	Marijke Kanters
Email:	mkanters@nevian.com
Job Type:	Permanent / Full-time

Description

Great new career opportunity with our client, a leading organization within the Pharmaceutical industry is looking to hire an experienced Bilingual CSR/ Account Manager (English & French) due to continued growth.

Hybrid role (Location Mississauga) - 2/3 days work from home.
Hours: Monday - Friday 8:30 am - 4.30 pm. Short Summer Fridays.
Salary: 60K - 65K base (Total Comp., including bonus, up to 70K)
Full health benefits starting day 1, RRSP matching plan and DPSP (Deferred Profit Sharing Plan). Bonus: 6% to 8%, paid annually.
Vacation: 3 weeks. Professional & collaborative environment!

Responsibilities

The Client Support Specialist/ Account Manager is responsible for executing day-to-day Manufacturer Account activities for an assigned portfolio of customer accounts, including manufacturers, hospitals and health care partners.
This role supports the Director of Customer Service by managing, coordinating and supporting manufacturer programs and activities, including relationship building with internal and external health care stakeholders and delivering exceptional customer service that contributes to departmental performance objectives and supports organizational and patient care priorities.

Key Responsibilities

- Manage and coordinate manufacturer programs and activities for the assigned client portfolio.
- Escalate concerns and issues, as appropriate.
- Support the on-boarding of new manufacturers and products.
- Support the Director, Customer Service to ensure the organization's membership always receives a high level of service excellence.
- Act as back up when Director, Customer Service is not available.
- Coordinate with the 3PL logistics provider and supporting stakeholders, members, and customers to ensure smooth business operations.
- Schedule yearly Business review and reoccurring client meetings, compiling presentation data for performance reviews with the manufacturers and customers as needed.
- Provide customer service support and ensure inquiries and concerns are addressed with follow up; analysis and resolution provided to the customers.
- Provide key performance data and reports to manufacturers on a regular basis.
- Provide allocation support to members.
- Upload product updates when received to ensure timely transfer of information.
- Backorder management support; product alert message support.
- Provide support in creating and updating orders in special circumstances.
- Serve as the Client Relationship and Support for assigned customers, providing responsive, professional, and solution-oriented service.
- Communicate clearly regarding account status, issue management, and resolution details and time lines.
- Build positive customer relationships while supporting hospital operations and patient care priorities.
- Maintain positive customer relationships through proactive communication and timely issue resolution.
- Provide bilingual (English/French) customer support, as required.
- Contribute to the Voice of the Customer Service Excellence mandate.

Qualifications

- Completed Post- Secondary Education
- 2-3 years of related Client Support/ Account Management experience ideally within the Pharmaceutical/ Health Care industry
- Strong and effective communication skills in both English and French (verbal & written)
- Strong interpersonal skills - ability to communicate effectively with internal and external stakeholders
- Excellent and professional customer service and relationship management skills
- Demonstrated ability to multi-task coupled with strong organizational skills
- Strong proven leadership ability without direct authority
- Strong attention to detail and ability to identify errors and correct them
- Excellent analytical, critical thinking and problem-solving abilities

- Investigate and resolve manufacturer issues while collaborating effectively with internal and external stakeholders.
- Collaborate with Customer Service, Financial Services, Operations and other internal and external stakeholders to resolve issues professionally, efficiently and accurately.
- Coordinate timely dispute resolution with internal stakeholders and escalate recurring or complex issues to support departmental performance objectives.
- Perform duties and support manufacturers and health care stakeholders in accordance with established policies and procedures.
- Specialist supporting cross-functional departments including attending manufacturer and hospital meetings as the Client Relationship SME
- Contribute to Customer Service performance targets, including all strategic initiatives related to relationship management and Voice of the Customer Service Excellence.
- Maintain accurate customer account records, files, and issue management documentation.
- Ensure data integrity within ERP systems and support reporting requirements.
- Provide timely updates on industry and customer trends, issues to support departmental reporting and decision-making. Systems & Continuous Improvement
- Utilize ERP systems to manage customer account activities.
- Adhere to established service levels, internal controls, and standardized processes.
- Identify opportunities for process improvements and support departmental automation and continuous improvement initiatives.