Bilingual CSR/ Pricing & Contracts Specialist

Reference No.:	1D392
Language:	Advanced English, Advanced French
Location:	Mississauga - ON
Salary:	$60K - $65K + bonus
Workplace Type:	Hybrid
Account Manager:	Marijke Kanters
Email:	mkanters@nevian.com
Job Type:	Permanent / Full-time

Description

Our client, a leading organization within the Pharmaceutical/ Health Care industry is looking to hire an experienced Bilingual Client Service Representative (Contracts & Pricing) (English & French) due to continued growth.

This is a hybrid role (Location Mississauga) - 2/3 days work from home.

Hours: Monday - Friday 8:30 am - 4.30 pm. Short Summer Fridays.
Salary: 55K - 65K base (Total compensation, incl. bonus, up to 70K)
Full heath 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, Pricing & Contracts is responsible for executing day-to-day Contract and Pricing activities for the full portfolio of customer accounts, including manufacturers, hospitals and health care partners.
This role supports the Director of Customer Service by executing contract implementation activities, managing credits/debits, providing contract and pricing training, completing contract and pricing mapping/updates and delivering exceptional customer service that contributes to departmental performance objectives and supports organizational and patient care priorities.

Key Responsibilities

- Manage contract and provincial pricing activities for the full client portfolio of manufacturers.
- Execute contract implementation activities and manage all contracts changes and amendments to ensure pricing accuracy.
- Manage and monitor new contracts and amendments for manufacturers, provincial pricing and hospital contract changes.
- Proactively address and resolve any pricing discrepancies and ensure all applicable credits and debits are completed.
- Escalate concerns and issues to the Director Customer Service and/or Financial Services Manager, as appropriate.
- Serve as the primary Contract Specialist for assigned customers, providing responsive, professional, and solution-oriented service.
- Communicate clearly regarding account status, contract issues, and resolution 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 Customer Service Excellence mandate
- Contract and Pricing Discrepancies & Cross-Functional Collaboration
- Investigate and resolve contract discrepancies, including pricing and billing issues.
- Collaborate with Customer Service, Financial Services, and other internal and external stakeholders to resolve issues efficiently and accurately.
- Coordinate timely dispute resolution with internal stakeholders and escalate recurring or complex issues to support departmental performance objectives.
- Perform contract implementations and pricing updates in accordance with established policies and procedures.
- Contract and pricing specialist supporting cross-functional departments including attending manufacturer and hospital meetings as the Contract SME
- Contribute to Customer Service performance targets, including all strategic initiatives related to contracts, pricing and Customer Service Excellence.

Qualifications

- Completed Post- Secondary Education
- 2-3 years of related Client Support & Contracts Management (Including Pricing) 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

- Maintain accurate customer account records, contract files, and dispute documentation.
- Ensure data integrity within ERP systems and support Contract reporting requirements.
- Provide timely updates on contract trends, issues to support departmental reporting and decision-making.
- Utilize ERP systems to manage contracts, pricing changes, and 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