Bilingual Customer Service Representative (Special Accounts)

Reference No.:	1D395
Language:	Advanced English, Advanced French
Location:	Mississauga - ON
Salary:	$60K - $65K + bonus
Account Manager:	Marijke Kanters
Email:	mkanters@nevian.com
Job Type:	Permanent / Full-time

Description

Our client, a leading organization within the Pharmaceutical industry is looking to hire an experienced Bilingual Client Service Representative (Special Accounts) (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 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, Special Accounts & Narcotics role is responsible for executing day-to-day Manufacturer Specialty and Narcotic account activities for an assigned portfolio of customer accounts, including manufacturers and health care partners. This role supports the Director of Customer Service by managing, coordinating and supporting Manufacturer Specialty Account and Narcotic 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 specialty account and narcotic programs and activities for the assigned client portfolio.
- Provide technical support to manufacturer specialty account and narcotic programs.
- Escalate concerns and issues to the Director Customer Service, as appropriate.
- Support the on-boarding of new Manufacturer Specialty and Narcotic accounts and products.
- Support the Director, Customer Service to ensure membership always receives a high level of service excellence.
- Coordinate with 3PL CS logistics provider and supporting stakeholders, members, and customers to ensure smooth business operations.
- Provide specialty account and narcotic support and ensure inquiries and concerns are addressed with follow up; analysis and resolution provided to the customers.
- Upload product updates when received to ensure timely transfer of information.
- Serve as the Client Support Specialist, Special Accounts & Narcotics 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, pharmacy 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 organization’s Customer Service Excellence mandate.
- Investigate and resolve manufacturer and stakeholder 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.

Qualifications

- Completed Post- Secondary Education
- 2-3 years of related CSR/ 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

- Perform duties and support manufacturers and health care stakeholders in accordance with established policies and procedures.
- Contribute to Customer Service performance targets, including all strategic initiatives related to relationship management and Customer Service Excellence target
- 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.
- 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