

Clarity Pharma Ltd is a leading Pharmaceutical Distributor providing both bespoke end-to-end distribution services combined with market access services, insights and strategies. We work with a number of clients providing them with storage and distribution services as well as supplying over 2,000 Primary Healthcare customers.

Founded since 1999, we have had huge success over the years, winning numerous awards and most recently in 2021 winning the 'Alantra Pharma Fast 50' award for the second year running.

We are expanding our Customer Service Department and are looking for a Customer Service Manager to join our team. You will be inspiring, motivating, and comfortable with coaching a team of Customer Services Advisors, to deliver service excellence

Roles and Responsibilities:

- Lead contact on all 3PL customer's.
- Manage customer complaints, delivery & picking errors.
- Manage the customer services team to continually monitor information and ensure it is correct and up to date.
- Provide on-going training and coaching to the customer service team, and to consistently improve their skills and knowledge.
- Work as part of the management team to ensure customer, departmental and business KPI's are met, maintained, and improved, through the management of team objectives.
- Review processes regularly to ensure they are current and follow best practice.
- Drive customer experience and team objectives to ensure contracts are met within SLA's.
- Be responsible for leading and developing a high-performance customer service culture.
- Forecast and analyse data to determine operational trends.

Person specification:

- Distribution experience (D)
- Experience working with Orderwise (D)
- A proven track record of managing a busy customer service's team (E)
- Commercially aware (E)
- Experience with working and achieving customer service KPI's and targets (E)
- Ability to create a strong customer focused environment to motivate the team (E)
- Passionate about customer care, and complaint resolution (E)
- Highly organised with a positive mindset and attitude (E)
- Confident and innovative approach to work (E)

- Attention to detail and high levels of accuracy in your work (E)
- Strong team-player and hands on manager, who will lead by example (E)