

Clarity Pharma Ltd, was founded in 1999 and are one of the leading Pharmaceutical & Health Distribution services. Providing bespoke end-to-end distribution services combined with the latest market insights and strategies. We work with a number of manufacturers providing storage and distribution, supplying to full & short line wholesalers, pharmacies, GP surgeries and hospitals.

We are expanding our Customer Service team and have the opportunity for a Customer Service Executive to join our team on a part-time basis, working 25 hrs per week, 09:30-14:30, Monday-Friday.

Role and Responsibilities:

- Managing and Resolving customer queries, including complaints, delivery and picking errors.
- Ensuring all customer enquiries are managed in a professional and timely manner.
- Be first port of call for incoming calls and taking the lead on these.
- Collaborating with various departments to seek further product information to resolve queries.
- Order processing.
- Working to KPIs, SLAs and quality standards to maximise customer satisfaction.
- Following procedures for each task and process/request including logging, processing, and progress chasing enquiries.
- Varied department administration.

Person Specification:

- Previous experience in a fast paced customer service role (E)
- Extensive complaint handling experience, with a toughened approach to this (E)
- Strong computer skills with excellent verbal & written communication skills (E)
- Highly organised nature with a meticulous attention to details (E)
- Proactive and hard-working with a 'can-do' attitude (E)
- Previous administrative experience and the ability to work in a fast paced, at times pressured environment (E)
- Can work on your own initiative as well as in team (E)
- Confident and innovative approach to work (E)
- Attention to detail and high levels of accuracy in your work (E)

Benefits:

- Opportunities for career progression
- Company socials
- Birthday club
- To be part of an exciting & growing company with a great team

If you are an experience Customer Service Representative and believe this role to be a good match, please apply now!