



<p>Job Title</p>	<p><i>Title</i> CUSTOMER SERVICE SPECIALIST</p> <p><i>Department / Division</i> Finance BENECH</p>
<p>Position in Organisation</p>	<pre> graph TD FM[Finance Manager] --> AM[Accounting Manager] FM --> BC[Business Controller] AM --> LS[Logistics Specialist] AM --> CSS1[Customer Service Specialist] AM --> CSS2[Customer Service Specialist] </pre>
<p>Core Mission</p>	<p>Assist the department head in the management of logistics flows, customer service and sales administration for the commercial operations of Galderma in BENECH markets (Belgium, Netherlands, Luxemburg and Switzerland) and responsibility for administrative support to the off-site sales force and external clients (doctors, hospitals, etc).</p>
<p>Work Environment & Key Data</p>	<p>Location : alternatively Bornem/ Belgium or Gorinchem/ NL Reporting : to Accounting Manager BENECH</p>



Profile Requirements	<p><i>Technical Skills :</i></p> <p><u>Education/Training :</u></p> <ul style="list-style-type: none"> ➤ Technical background / post high school certification <p><u>Work Experience :</u></p> <ul style="list-style-type: none"> ➤ Minimum 3 years experience <p><u>Required pre-requisites skills/experience for this position :</u></p> <ul style="list-style-type: none"> ➤ At least 2-3 of the following languages: English, Dutch, German and French (Italian is a plus) ➤ MS office tools <hr/> <p><i>Behavioural skills</i></p> <ul style="list-style-type: none"> ➤ Achievement: Level High – The candidate must feel responsible to meet deadlines and goals as well as achieving a precise work ➤ Initiative and Anticipation: Level high. The candidate must be able to organize his job in order to meet tight deadlines and avoid last minute rush. ➤ Customer and Brand Focus: Level High. Regular contacts with external customers and partners. ➤ Courage and Integrity: Level Medium ➤ Innovation: Level moderate. All improvements in our processes are welcome. ➤ Organizational Sense: Level Moderate. The candidate must be able to manage his tasks independently without being overwhelmed. ➤ Cooperation: Level High. The candidate will be integrated in Corporate team and will have to work with a lot of different internal and external clients
Duties and Responsibilities	<p>Ensure the business and administrative processing of orders from their reception to handing-off to the logistics team, within the procedurals framework.</p> <ol style="list-style-type: none"> 1. Organize and ensure the administrative management of orders from their reception until handing off to our distributors: <ul style="list-style-type: none"> - verify doctors' credentials - create client administration files - ensure the respect of order protocols (regulatory affairs) - register orders and verify their information (quantity, price, shipping address) within the necessary deadlines - ensure the reliability of proposed deadlines to the logistics team - coordinate invoices/credit notes with the accounting department - follow-up on billing disputes - Create the different documents necessary for export (proforma invoices, credit letters...) 2. Organize and ensure the Sales administration



- Receive and process sales orders from various markets in different languages
 - Mail billing information and commercial documentation and inform clients of any future marketing plans
 - Respond to client questions and /or point clients to the appropriate service who can their questions
 - Ensure the respect of commercial contracts as defined by the operational sales department
 - Be responsible for the respect of procedures linked to the creation of new clients and the management of credit letters
 - Centralize and follow-up on the information linked to orders and their follow-up
 - Follow-up on business activities linked to late payments, leftover stock and billing disputes, within the respect of procedures
 - Supervise sample stock
3. Ensure the fulfillment of activities outsourced to third party providers:
- Manage the flow of finished products necessary to Galderma's activities and those of third parties
 - Creation of a sourcing plan with different sources
 - Manage stocks and supplies
 - Manage relations with different distributors
 - Coordinate product launches
4. Management of credit limits and cash collection
5. Work closely with Accounting Manager and Logistics Manager.
6. Other projects to provide support to the Finance & Administration team.