

Colombia Jobs Expertini®

Client Services Consultant

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Company: Xcenda, LLC

Location: Colombia

Category: business-and-financial-operations

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Apply locations Bogota, Colombia time type Full time posted on Posted 3 Days Ago job requisition id R2310066

Our team members are at the heart of everything we do. At Cencora, we are united in our responsibility to create healthier futures, and every person here is essential to us being able to deliver on that purpose. If you want to make a difference at the center of health, come join our innovative company and help us improve the lives of people and animals everywhere. Apply today!

What you will be doing

POSITION SUMMARY:

Under general direction of the Sr. Director for Clinical Supply Solutions, and direct report to the Client Services Manager, the Client Services Consultant is responsible for providing Specialty Logistics supply chain (clinical or other) project consultancy services to Clients, acting as the Subject Matter Expert (SME) in all technical and operational aspects of onboarding storage & distribution projects. The CS Consultant is also the primary liaison between Clients and the internal teams to resolve any technical / operational issues for ongoing projects and set up any special operations related to a specific project. The Client Services Consultant effectively establishes and develops successful client relationships,

acting as the Client advocate within World Courier, offering the most suitable solution for their needs while considering a standardized approach from an operational point of view. Work with team members in a collaborative environment to provide clients, both internal and external, with the highest quality service.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Set up all Projects with clients, by means of reviewing Depot Instructions and obtaining all necessary information concerning the project itself; i.e. products involved, contacts, technical instructions and any other information that may be relevant for the Depot staff to perform their activities.
- Negotiate, assess and collaborate with the client to provide a service that best suits its needs for each Project within the CSS portfolio of services and standard procedures.
- Escalate out of scope requests and negotiate alternatives with clients, in close relationship with other departments (Sales, CSS Quotes, MGMT, QA, Operations, Transport, CTM Star).
- Support sales team by providing assessment in the service offerings related to clinical supply solutions services.
- Maintain a line of communication with the Global & Regional Ops Managers for tasks coordination between CS and Ops.
- Elaborate study-specific instructions to CSS internal clients (Depot pharmaceutical & logistic staff, Transport department, CTM Star group, etc.), using standardized templates and maintaining all project-related information organized & accessible to the concerned parties, in accordance to the criteria determined within the Division.
- Train and provide instructions to Depot Managers, Depot Pharmacists, QA Consultants and others relevant associates, as applicable, on each particular project based on all documentation provided by the client to CS Department.
- Assume a troubleshooting role in dealing with technical issues brought by Depot associates that might arise during the training or during their daily operations, in relation to the projects stored and managed by World Courier.
- Notify all Depot associates of new/updated information regarding any concerned projects and updating the internal documents accordingly in a timely manner.
- Familiarize themselves with all the Regulations that apply to the Depot in order to carry out all the activities requested by the client considering the procedures described in CSS & CORP SOPs.

- Ensure the proper ways of internal communication are used in order to comply with WC Confidentiality Agreements.
- Collaborate in the creation of training materials.
- Perform other related duties, as assigned.

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

Requires University graduate degree or studies in any of the following fields: Pharmaceutical Sciences, Life Sciences, Business Administration, International Trading or Logistics (Pharma Logistics is preferred).

REPORTS DIRECTLY TO:

Manager, Client Services (Global)

MINIMUM SKILLS, KNOWLEDGE AND ABILITY REQUIREMENTS

- Excellent interpersonal skills
- Excellent analytical skills
- Full command of English language: Written and Oral
- Command of Portuguese, Spanish & other languages (valued but not required)
- Ability to multi-task; close attention to detail; organized
- Ability to work collaboratively but also independently with minimal supervision
- Ability to train various levels of end users
- Excellent presentation skills (written, verbal, and presentation)
- Ability to handle multiple projects simultaneously
- Ability to work under-pressure
- Office equipment - Individual must be knowledgeable of the types of equipment and methods associated with office management
- Individual must maintain knowledge on GxPs, and international industry-related guidelines by applicable Organisms (i.e.: WHO, ICH, FDA, EU, etc.)
- Must be able and willing to travel
- Individual should be proficient in Microsoft office applications such as the latest versions of Word, Excel and Outlook.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

What your background should look like

What Cencora offers

We provide compensation, benefits, and resources that enable a highly inclusive culture and support our team members' ability to live with purpose every day. In addition to traditional offerings like medical, dental, and vision care, we also provide a comprehensive suite of benefits that focus on the physical, emotional, financial, and social aspects of wellness. This encompasses support for working families, which may include backup dependent care, adoption assistance, infertility coverage, family building support, behavioral health solutions, paid parental leave, and paid caregiver leave.

To encourage your personal growth, we also offer a variety of training programs, professional development resources, and opportunities to participate in mentorship programs, employee resource groups, volunteer activities, and much more.

For details, visit amerisourcebergen

Schedule

Full time

Affiliated Companies

Affiliated Companies: World Courier de Colombia S.A.

Equal Employment Opportunity

Cencora is committed to providing equal employment opportunity without regard to race, color, religion, sex, sexual orientation, gender identity, genetic information, national origin, age, disability, veteran status or membership in any other class protected by federal, state or local law.

The company's continued success depends on the full and effective utilization of qualified individuals. Therefore, harassment is prohibited and all matters related to recruiting, training, compensation, benefits, promotions and transfers comply with equal opportunity principles and are non-discriminatory.

Cencora is committed to providing reasonable accommodations to individuals with disabilities during the employment process which are consistent with legal requirements. If you wish to request an accommodation while seeking employment, please call 888.692.2272 or email . We will make accommodation determinations on a request-by-request basis. Messages and emails regarding anything other than accommodations requests will not be returned

About Us

Cencora is a leading global pharmaceutical solutions company that is committed to improving the lives of people and animals everywhere. We connect manufacturers, providers, and patients to ensure that anyone can get the therapies they need, where and when they need them.

We're a purpose-driven organization, where all of our team members around the world are united in our responsibility to create healthier futures. We work together every day to help our partners bring their innovations to patients worldwide, creating unparalleled access and impact at the center of health.

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