



Title	Job Description for Customer Service Officer		
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Title: Customer Service Officer

Operational Relationships:

Responsible to Customer Service Manager; Operations Director; Accountable to Managing Director.

Qualifications: In order to discharge these duties successfully the applicant must be able to perform the roles outlined below to the satisfactory level and have obtained A levels/ NVQ / Degree equivalent qualifications.

Main Duties & Responsibilities

This job description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list. It may, therefore, be varied so that changing needs of the service can be met, in consultation with the post holder.

Key responsibilities

1. Ensuring the services are flexible and accessible, and meet the current and future needs of all customers through a multi-channel customer service environment.
2. Put external customers first, understanding their needs and expectations.
3. Proactively contribute towards changes and developments.
4. Be able to create your network with stakeholders
5. Process customer orders for manufacturing or stock items as per company procedure
6. Answer customer and internal phone calls promptly
7. Answer customer and internal emails punctually and in a concise manner
8. Reply customer inquiries and monitor and track time scale against customer inquiries
9. Organise and address urgent order needs and communicate to relevant department
10. Manage customer account opening on the website and address any website login related issues
11. Validate customer identity as per company GDPR policy and approve and set up customer accounts
12. Review and update account changes for existing customers
13. Monitor the stock of finished product (Picking line) and raise internal stock orders and prepare KPI data for a production manager to review.
14. To inspect, label, quantity, and packaging for picking line products before secondary packaging for shipments

15. Inspect and book received goods in the absence of storeman and check the content against delivery notes and communicate to the relevant team
16. Assist in organizing shipments for testing samples
17. Address customer inquiries for account or invoice queries with the finance department
18. Pack goods and pick products following set procedures for shipping to our customers
19. To perform or organize stock check on set intervals for stock line items as well as stationary and other admin related requirements and report to relevant department manager for further action.
20. To comply with the organization's documentation policy
21. To ensure all documentation associated with manufacturing activities is recorded contemporaneously and is written
22. To assist with the filing and administration of documentation
23. To monitor the warehouse facility to ensure it is operating within defined limits
24. To ensure the working environment is maintained in a tidy state and to report the need for maintenance or repair work to operations director
25. To participate in the cleaning of the facility & associated equipment if required

Quality

1. To report any deviations observed against Standard operating procedures to a QA team
2. To assist QA in deviation investigations, complaint investigations and completion of corrective and preventative actions
3. Record customer complaints in the appropriate format and complete them with suitable records.
4. To maintain personal training records
5. To assist QA to write and update standard operating procedures for customer service and warehouse activities
6. Assist QA, QC, and Production during regulatory or customer audits
7. Raise and action change control form to manage changes
8. Understand VMD regulations and cascade requirements and apply them in practice

General Skill Set required by Bova UK:

1. Minimum education to degree level in Science / Arts related discipline or equivalent;
2. Demonstrate an ability to read and interpret documents which relate to health & safety and regulations, operating and maintenance instructions, and procedure manuals;
3. Demonstrate an ability to calculate basic and advanced figures which may include, but are not limited to, discounts, solutions strengths, concentrations, proportions, percentages, weights, and volumes;
4. Must demonstrate an understanding of the importance of time management, following instructions and organizational skills;
5. Must possess exemplary computer skills and knowledge and be able to adapt to and learn any new computer software that may need to be implemented;
6. Have an ability to follow manufacturing instructions for sterile and non-sterile dosage forms

7. Have an ability to follow complex, multistep manufacturing instructions and manufactured in compliance with good manufacturing practice;
8. Must be able to execute the physical demands required for this role including manual handling of equipment and materials;
9. Must demonstrate a willingness to work with chemicals in the knowledge of potential side effects, and must ensure that all staff follow the procedures to ensure the safe handling of hazardous chemicals;
10. Must demonstrate an ability to conduct complex procedures in an environment in which the noise level may be moderate, and be accurate and prompt;
11. Must demonstrate an ability to perform repetitive work within a busy manufacturing environment
12. Must have professional telephone etiquette skills or have the capacity and willingness to develop these.
13. Must demonstrate excellent communication skills with other staff, suppliers, and customers
14. Must be able to work on a multi-departmental level within the organization to accomplish the overall business goals
15. Respond to correspondence (phone, email, mail or other) in a timely and efficient manner;
16. Other reasonable duties as assigned by senior management on an ad hoc basis.

Personal Specification – Customer Services officer

Attribute	Essential	Desirable
Education and Qualifications	Good general education Degree or equivalent – English & Mathematics English as a first and native language.	Science graduate
Skills and Abilities	Good oral / written communication skills. Basic numeracy skills. Good time management skills. Must be methodical and pay attention to detail. Demonstrated ability to work to set procedures & processes Able to work independently and as a team member. Able to work under pressure accurately. Able to sit or stand in a restricted position at a workstation for periods of the working time Able to prioritize and organize routine daily tasks using own initiative Able to clearly and accurately complete routine documentation Good manipulation skills. Basic IT skills including email, word processing, spreadsheets, and data entry	Understanding the principles of Good Manufacturing Practices (GMP) and Good distribution practices (GDP) & Quality assurance (QA) in a manufacturing environment
Experience	Transferable skills from the current post or previous experience Minimum 1-2 years of customer service experience	Working in a manufacturing related industry. Working within a GMP/GDP environment
Personal Qualities	Punctual, honest, reliable. Polite and diplomatic. Motivated Adaptable & flexible	Interest in pharmaceutical manufacturing processes

Employee Name		Date
Employee Signature		Date
Supervisor Signature		Date