



Job Description – Customer Consultant

Job Purpose:

- Responsible for clients' orders and invoicing on system
- Responsible for following up on related matters such as collection, delivery, and any pending issues

Perform duties in accordance with Malia Group Policies and Procedures.

Duties & Responsibilities

-Report to Sales Manager on clients' complaints (delivery delays, customer consultant visit delays...) and follow up on corrective action plan.

-Collect client orders by phone/email when necessary and communicate overdue balance with the corresponding delay.

-Handle client invoicing and follow up on pending orders and delivery delays. Solve returned invoices within 48 hours by coordinating with the responsible customer consultant.

-Answer satisfactorily customer queries related to delivery delay, out of stock situation, customer consultant's visits delay, information about product usage, drug's side effect.

-Follow up on customer payments; send a statement of account to customers with a request for confirmation.

-File and dispatch sales offers, sales prices and contracts to clients and make sure that the monthly special product is included on the 1st of each month.

-Coordinate with Sales Manager in the development of Tender file/quotation; prepare administrative requests and the selected list of Pharmaline products with related applicable public price.

-Inform clients (pharmacies and dispensaries) about products that will be withdrawn from the market.

- Update on a regular basis visa client data to be accurate at all times.

-Keep clients' target data accurate and always updated on system.

-Ensure that sold product has its target and public price entered on system in due time (before selling it). If the target is not available on the system, coordinate with concerned parties to have it implemented.

- Issue delivery notes (free goods, scientific office samples, free marketing) as per requests.



- Coordinate with the delivery department for the dispatching of samples sent by internal mail.
- Monitor sales procedures to stay in line with company policies and procedures.
- Report stock shortage and stock entry to customer consultants.
- Monitor the stock and issue Out of Stock Alert according to minimum stock quantity whenever needed.
- Issue a monthly report regarding the promotional items stock and dispatch it to concerned.
- Monitor stock for tender, hospitals and drugstores and ensure healthy stock levels. Inform Sales Manager in case of any discrepancy.

Education:

Bachelor's Degree in Business Administration or relevant fields

Experience:

1 to 2 years of relevant experience in Sales or Administration

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