

Turkey Jobs Expertini®

Customer Service Manager

[Apply Now](#)

Company: Acino

Location: Turkey

Category: other-general

Customer Service Manager

Saudi Arabia, Middle East, Turkey, and Africa

Acino is a Swiss pharmaceutical company, leader in advanced drug delivery technologies. We have a clear focus on selected emerging markets in the Middle East, Africa, the CIS Region and Latin America, and operate in some of the most dynamic countries of the world. We value courage, commitment, trust and empathy and provide an environment that supports initiative and effort. We are proud to be action-oriented and open-minded, with a strong focus on quality and product availability, even in remote and hard to reach areas of the world.

This position is based in **Jeddah** Saudi Arabia reporting directly to the Head of Supply Chain, KSA . This position will ensure business requirements are met through operational execution of the customer service/order management / O2C functions

Position Responsibilities:

Process and execution owner for order processing and management: customer order receipt, order entry into the system, order processing and allocation, product availability reviews, pick-pack instructions, shipment and import/export, documentation, final customer delivery, & invoicing.

Manage custom clearance for Process along with required documentation and all government-related requirements/systems (IBREC's, OK2FWD, SABER, RSD...etc).

Process owner for debit/credit note reconciliation with finance and commercial.

Monitor and control full inventories to ensure availability as per requirements and minimize business waste.

Ensuring business processes are set-up and executed following updated distributors contracts and agreements

Identify, develop and maintain the Supply Chain Management Standard Operating Procedures (SOP) for current, new, or modified supply chain business process and supporting technologies.

Plan and communicate Distributors warehouse transfers and ensure proper execution.

Prepare inventory reports and manage write-off process.

Create and maintain master data in the system as required

Monitor and manage Inventory ensuring ideal stock levels for supply continuity.

Prepare needed Supply chain reports & analysis for process enhancement and continuous Improvement.

Prepare, report, and communicate Customer service/Supply Chain Key Performance Indicators (KPI) to all assigned stakeholders, support activities for KPI's fulfilment.

Manage document control including change orders, billings, purchasing documentation, and contract administration.

Contribute to the completion of project milestones and organize own work to meet project task deadlines.

Job Profile:

Bachelor's degree required – preferably in Business Administration, Operations Management, Supply Chain or Logistics Management

5+ years of experience in Customer service/ Supply Chain role in a multinational organization and/or pharmaceutical industry.

Good negotiating and influencing skills

SAP expertise is a must.

Excellent analytical capabilities to interpret information and reports.

Strong Microsoft Office Skills, particularly Excel and PowerPoint

Accurate and detail focused

Ability to work under minimal direction in a matrix environment and different cultures

Fluent in English

Strong troubleshooting skills and ability to evaluate compliance issues

[Apply Now](#)

Cross References and Citations:

1. [Customer Service Manager AgilejobsnearmeJobs Turkey Agilejobsnearme](#)
2. [Customer Service Manager Findsalesjobs Jobs Turkey Findsalesjobs](#)
3. [Customer Service Manager Nursejobsnearme Jobs Turkey Nursejobsnearme](#)
4. [Customer Service Manager TollywoodjobsJobs Turkey Tollywoodjobs](#)
5. [Customer Service Manager Photographerjobs Jobs Turkey Photographerjobs](#)
6. [Customer Service Manager JapanjobsJobs Turkey Japanjobs](#)
7. [Customer Service Manager Recruitmentjobs Jobs Turkey Recruitmentjobs](#)
8. [Customer Service Manager ThailandjobsJobs Turkey Thailandjobs](#)
9. [Customer Service Manager Australiacareers Jobs Turkey Australiacareers](#)
10. [Customer Service Manager TraveljobsJobs Turkey Traveljobs](#)
11. [Customer Service Manager Instrumentationjobs Jobs Turkey Instrumentationjobs](#)
12. [Customer Service Manager Cv-resume-builder Jobs Turkey Cv-resume-builder](#)
13. [Customer Service Manager Musicjobs Jobs Turkey Musicjobs](#)
14. [Customer Service Manager Financialjobs Jobs Turkey Financialjobs](#)
15. [Customer Service Manager Smartjobsearch Jobs Turkey Smartjobsearch](#)
16. [Customer Service Manager Chefjobsnearme Jobs Turkey Chefjobsnearme](#)
17. [Customer Service Manager Locumjobs Jobs Turkey Locumjobs](#)
18. [Customer Service Manager Communityjobs Jobs Turkey Communityjobs](#)

19. **Customer service manager Jobs Turkey** ↗
20. **AMP Version of Customer service manager** ↗
21. **Customer service manager Turkey Jobs** ↗
22. **Customer service manager JobsTurkey** ↗
23. **Customer service manager Job Search** ↗
24. **Customer service manager Search** ↗
25. **Customer service manager Find Jobs** ↗

Source: <https://tr.expertini.com/jobs/job/customer-service-manager-turkey-acino-687f457345/>

Generated on: 2024-04-28 by Expertini.Com