



Job Title	ICS Assistant
Department	Patient Services
Job Family	Customer and Patient Services
Grade	n/a
Reports to	Head of Global Customer Service
Geographical Scope	
Behavioural Competency Level	2

Sciensus Mission

To give patients control of their health through knowledge, choice, convenience, and connection.

Job Purpose

This family provides non-clinical advice and support aimed at delivering a quality service to patients and customers. It includes front office roles (such as client on-boarding) and back office roles (such as service implementation and business development support)

Your Key Deliverables

- To act as the single point of contact for queries from wholesalers, pharmacies, hospitals, consultants, and where relevant specialist centres from the assigned countries
- Responsible for being the remote account manager for a defined number of hospitals and pharmacies
- Responsible for creating and implementing an account plan on CRM
- To provide operational support for our Pharma partners and internal departments (commercial, logistics, finance, quality) as a Subject Matter Expert of the assigned countries
- To provide insight to the business about the Market situation, trends and analytics
- To provide proactive in Market support to the commercial team in reaching the business development targets
- To demonstrate understanding and ownership over the end to end processes implemented in the assigned countries
- To deal with queries or questions arising from incoming calls, emails etc in regard to processing of customer orders
- To act as the voice of the customer, providing client's feedback and propose improvements for increased client satisfaction and experience
- To meet agreed quality and service delivery targets
- To ensure all customer notes and activities are accurately recorded on relevant I.T. system and in compliance with Data Protection requirements and other applicable regulations
- To take ownership over the delivery of work tasks and show passion for the delivery and maintenance of a high quality, customer focused service
- To deal with queries, concerns and complaints with sensitivity and understanding, and escalate to line manager where appropriate
- To liaise with internal departments (e.g. logistic operations) to ensure deliveries are processed and completed efficiently and effectively
- To conduct outgoing calls at new products and services roll out when required

Regulatory Responsibilities

- Adhere to (CQC/ GDP/NMC/GPHC / ICO) standards relevant to role
- Be aware of all responsibilities relating to Infection Prevention and Control
- Have knowledge and understanding of the principles and practice of Safeguarding, relevant to their role.

Required Skills, Experience and Behaviours

- Strong organisational skills
- Detail conscious and passionate about delivering work to agreed quality standards
- Excellent verbal and written communication skills
- Team player than works co-operatively with colleagues and aligns work effectively with other departments
- Copes well with pressure and enjoys working in a fast paced environment
- Enjoys working in an international matrix organisation spreading across Europe
- Problem solving skills
- Demonstrates a positive work attitude e.g. self-motivated, shows initiative, takes ownership over work
- Customer service skills e.g. dealing sensitively with anxious clients, handling complaints
- Takes a real interest in the industry and working in a customer oriented role
- I.T. skills e.g. comfortable with the use of email, word etc
- Proven ability in relevant languages
- Previous experience in an international customer service, account management or similar role with B2B or B2C interactions. A good, relevant educational background can be considered as alternative for those who just finished education
- Experience in the Healthcare industry (desirable)

Qualifications Required for the Role

- English grade C or above (or equivalent),
- Qualification related to relevant language requirement,

Last Reviewed: 23/02/2024