



<b>Title:</b>	<b>Customer Service Representative</b>
<b>Job Type:</b>	Full time
<b>Location:</b>	Mahwah, New Jersey, USA
<b>Reporting To:</b>	Sr. Director – Finance & Accounts
<b>Purpose:</b>	The Customer Service Representative (CSR) is the first line of representation with the Customers and can help draw positive feedback from customers and significantly improve the Company's revenue. The CSR, will act as a liaison, provide product/services information and resolve any emerging problems that our customers might face with accuracy and efficiency. This role interacts cross functionally with Sales & Marketing, Finance and internal/external stakeholders .
<b>Specific Responsibilities:</b>	<p>Responsibilities include but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Responsible for handling Customer PO's, entering them in the system and interacting with internal stakeholders and Customers to resolve PO discrepancies</li> <li>• Interacting with 3PL on a daily basis and making sure that Pick Tickets are received by the 3PL, Packing slips are transmitted by 3PL and all invoices are transmitted to the Customer</li> <li>• Research and resolve shipping discrepancies, track and trace as per DQSCSA</li> <li>• Weekly reporting to Customers related to Open Orders and Inventory status</li> <li>• Maintaining accurate Customer information in the Database and collecting certificate of Licenses from the Customers</li> <li>• Responding to Customer calls, queries on time</li> <li>• Providing Return Goods Authorization (RGA) to the Customers</li> <li>• Interacting with Reverse Logistics and creating RGA in the system</li> <li>• Assist Sales &amp; Marketing and Finance Team to download and distribution of day to day Sales Reporting</li> <li>• Assist as a Receptionist with respect to welcoming guest and visitors</li> <li>• Assist departments in filing and clerical support as required</li> <li>• Assist departments in day to day office supply needs</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Overall understanding of generic pharmaceutical industry</li> <li>• Ability to work in a fast paced environment and to interface with various levels of management.</li> <li>• Ability to work with dynamic priorities and schedules</li> <li>• Must possess excellent communication, verbal skills, phone handling skills and be skilled at engaging stakeholders at all levels.</li> <li>• Must have problem solving attitude, conflict handling skills, willingness to learn and persuasion skills</li> <li>• Excellent computer skills – Excel, Microsoft Word and PowerPoint. SAP a plus</li> </ul> <p>Proficiency in speaking, comprehending, reading and writing English is required</p>
<b>Education:</b>	Required: High School diploma required; Bachelor's Degree Preferred
<b>Experience:</b>	Required: Minimum of 1-2-years of total experience in generic pharmaceutical industry as a Customer Service representative. A combination of experience and/or education will be taken into consideration.



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***Aside from the opportunity to work alongside some of the world's top pharmaceutical professionals, Lifestar presents a stability found in few other companies. Mankind Pharma's dedication to the USA market via Lifestar Pharma is steadfast and unwavering. Carefully chosen teams create a dynamic and thriving work environment – Lifestar Pharma presents that unique environment for the progressive-minded candidate offering professional growth and advancement opportunities.***

Equal Employment Opportunity Employer

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