



Title:	Customer Service Manager	Reports to:	Sales & Marketing Director
Date:	ASAP	Classification:	Exempt
Full/Part Time:	Full Time	Department:	Sales

Summary/Objective:

The Customer Service Manager's primary functions are managing the customer service department and customer requirements related to ExeGi's products.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Processing purchase orders to maintain inventory
2. Maintain documentation in proper databases
3. Create SOPs for the Customer Service Department
4. Look for opportunities for process simplification and improvements
5. Provide the Sales Director and Territory Managers updates regarding customers' needs
6. Work with vendors to recognize problems in manufacturing and/or packaging and helps to resolve issues
7. Assists sales in reviewing or performing market analyses to determine customer needs, price schedules and discount rates
8. Analyzes and controls expenditures of the department to conform to budgetary requirements
9. Assists sales in preparing periodic sales report showing sales volume, potential sales and areas of proposed client base expansion
10. Other responsibilities as needed

Supervisory Responsibility:

One (1) Customer Service Specialist. Is responsible for the overall direction, coordination and evaluation of this employee. Carries out Supervisory responsibilities according to applicable laws and the organizations policies and culture. Responsibilities include safety, interviewing and training employees; planning, goal setting, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems in a timely manner.

Travel:

Expected travel is 10%. Travel may be locally, regionally and nationally.

Education and Experience:Required:

1. 3+ years of Customer Service experience in the pharmaceutical or medical food industry
2. Customer focus
3. Ability to analyze issues and resolve them timely
4. Proven time management and organization skills
5. Proven experience with new product launches

Preferred:

1. 2+ years Managing a Customer Service Department
2. Bachelor's degree

If interested, please send your resume and cover letter to: info@exegipharma.com