



Business Support Officer - full time Robbinsville New Jersey - USA

SEQENS is an integrated global leader in pharmaceutical synthesis and specialty ingredients, delivering outstanding performance, unrivalled market responsiveness and tailor-made solutions to our customers. Our mission is to bring R&D and industrial performance to our clients' projects with our unique skill set and a broad range of technologies.

SEQENS operates 24 manufacturing plants and 3 R&D centers in Europe, North America and Asia with 3,200 employees. More than 300 scientists, engineers and experts develop tailor-made solutions for our customers and ensure that products are successfully transferred into production.

As the Business Sales Officer, you will report directly to the Supply Chain Manager and will be the main point of contact for all customers orders, questions and concerns for the Essential Drug Substances Activity in the US and Latim America.

Main tasks:

- Process, acknowledge and manage all customer orders on a daily basis. Process proper documentation related to his/her portfolio up to invoicing.
- Responsible of the in-land shipment & customs operations for some direct shipment orders
- Answer all customer order related questions
- Contact, collect and record customer complaint at receipt date. Distribute to the designated areas in a timely manner. Solve/chase for the resolution. Issue debit/credit notes accordingly if required
- Record and maintain the appropriate data and documentation (customer specifications, customer & product data base, pricing & shipping conditions, service level agreements)
- Chase for customer payment on a monthly basis as per credit management guidelines

Required skills:

- College degree with 5 years minimum in a similar role (Pharma/Life science/Cosmetics company preferred)
- Proficient in SAP. Salesforce in a plus
- Ability to self-manage daily activities with care and strong attention to detail, time management and organization
- Effective communication, pro-active customer contact
- Customer oriented and team spirit
- Fluent in Spanish. Portuguese is a plus

Please send your resume via email :
seqens-840374@cvmail.com



ENTREPRENEURSHIP



AGILITY & REACTIVITY



CUSTOMER FOCUS



UNITY



TENACITY