

In Norbrook we pride ourselves in being one of the top companies in Northern Ireland and one of the top veterinary pharmaceutical companies globally. We develop & manufacture veterinary medicines, supplying products to 120 countries globally. With a strong portfolio of existing products and significant investment in R&D to launch new products annually, we have opportunities for individuals to join us and develop their career in a global company.

Our business strategy is supported by our Values – Customer Value, One Team, Results Driven, Excellence, Innovation, and Quality – and we support our employees to live the behaviours that creates our culture. Our on-going success is based on the expertise, knowledge and innovation of our employees. If you are interested in joining our team here at Norbrook and supporting our vision, then apply for this role.

Senior Customer Account Executive

Job Overview

Applications are invited for the position of Senior Customer Account Executive on a full time permanent basis. Based within our Global Customer Services Department, reporting to the Customer Services Manager, the successful candidate will act as the primary contact for key international customer accounts which will involve liaising with Territory Managers and internal partners to deliver a best in class service. The post holder will also develop internal systems that will support driving continuous improvement as measured by customer delivery metrics and will be integral in delivering the Company targets and strategic goals in line with our Vision. The applicant must have worked in a Customer facing organisation and have the skill set and ability to take a leading role in specific projects to support the Customer.

The successful applicant will also manage a team of account executives within the department to ensure all customer communications are informative and timely whilst developing methodologies for tracking order processing and ensuring shipment and export documents are on time and accurate. The ideal candidate will have strong interpersonal skills, be an excellent communicator and it would be beneficial to have experience in producing and delivering presentations to both internal and external customers.

Essential Criteria:

Applicants must therefore demonstrate the following essential criteria on their application form in order to be considered:

- Educated to GCSE-level standard or equivalent
- Demonstrated ability to manage customer queries (internal or external), making and meeting commitments at all times
- Ability to analyse data, excellent problem solving & decision making skills
- Results driven, with ability to set high standards for self and team
- Highly proficient in Microsoft Office Packages
- Excellent time management skills

- Excellent verbal and written communication skills

Desirable Criteria:

Due to the nature of the role preference will be given to applicants demonstrating the following desirable criteria:

- Educated to Degree Level or at least 2 years' experience in a Customer Services environment or in a client facing role
- Previous experience managing others, including performance management and development
- Have Project Management Experience
- Working knowledge of Microsoft Access Databases
- Experience using ERP systems
- Experience in liaising with Senior Management
- Wider knowledge of the End to End Supply Chain

Duration: Full Time, Permanent

Location: Newry

Additional Information:

- Applicants should be able to provide proof that they have a right to work in the UK at the time of their application. Applicants who are unable to provide this proof will not be considered.
- We regret that applications received after the closing date and time will not be accepted.

Benefits:

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| • Free Life Assurance | • Employee Assistance Programme |
| • Company Pension Scheme | • On-site free parking |
| • Healthcare cash plan | • Canteen Facilities |
| • 32 days annual leave | • Employee Perks scheme |
| • Wedding Leave | • Employee Recognition scheme |
| • Company Sick Pay | • Career development opportunities |
| • Employee well-being initiatives | |

Contact: recruitment@norbrook.co.uk

Norbrook Laboratories Limited employs a workforce with members of all sections of the community and is committed to appointing people purely on the basis of merit. In accordance with our equal opportunities policy, we would particularly like to welcome applicants from the Protestant Community.