

In Norbrook we pride ourselves in being one of the top 11 companies in Northern Ireland and in the top 15 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.

### Job Overview

Applications are invited for the position of Customer Account Executive on a full time permanent basis. Based within our busy Customer Services Department, the successful candidate will be responsible for Key Customers within our Global Customer base. Core responsibilities will include general Customer Services, receiving, processing and monitoring progress of customer orders, ensuring 'on time' delivery, invoicing and supplying all the necessary export documentation. He/she will have a passion for Customer Services, excellent oral and written skills and a good telephone manner, together with excellent organisational and administrative skills which should include a high level of competency in numeracy and excellent IT skills, in particular Microsoft Excel.

### Essential Criteria:

- Educated to A-level standard or equivalent or 3 years' experience in a Customer Service Management environment or in a client facing role
- Experience working towards customer demands and meeting organisational targets
- Highly proficient in Microsoft Office Packages
- Ability to work on own initiative as well as part of a large team
- Excellent time management skills
- Flexible in approach to work
- Excellent verbal and written communication skills
- Results driven

### Desirable Criteria:

- Educated to Degree Level
- Have Project Management Experience
- Demonstrated ability to manage customer queries, making and meeting commitments at all times

**Duration:** Full Time, Permanent

**Location:** Newry, Co. Down

**Remuneration:** Salary Attractive

## Our Values

Customer Value

One Team

Results Driven

Excellence

Innovation

Quality

**Benefits:** Free Life Assurance, Company Pension Scheme, 30 days annual leave, Wedding Leave, Employee well-being initiatives, Healthcare plan, Company Sick Pay, Employee Assistance Programme, On-site free parking, Canteen Facilities, Employee Perks scheme, Discounted Car Insurance, Annual Employee raffle, employee recognition scheme, career development opportunities and much more...

**Contact:** The Human Resources Department

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.