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Michael Page www.michaelpage.co.jp

Customer Service Rep for Global pharma

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募集職種

人材紹介会社
マイケル・ペイジ・インターナショナル・ジャパン株式会社

求人ID
1533770

業種
CRO

雇用形態
正社員

勤務地
東京都 23区

給与
500万円 ~ 600万円

勤務時間
8:45 - 17:45

更新日
2025年04月20日 20:22

応募必要条件

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
ネイティブ

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

Provides technical and medical information, and/or performs intake of adverse events/ product complaints with quality customer service. Analyzes and researches inquiries and documents interactions according to organizational, client and regulatory guidelines. The information provided will be given to a level in parallel with the individual's expertise, experience and training.

Client Details

This global leader in clinical research is revolutionizing the way new medicines and treatments reach patients. With a strong commitment to scientific excellence and operational expertise, the company partners with pharmaceutical, biotech, and medical device organizations to accelerate drug development. By leveraging advanced technology, deep industry knowledge, and a vast network of experts, it ensures high-quality, efficient clinical trials across all phases. With a relentless focus on innovation and patient outcomes, this organization plays a critical role in shaping the future of healthcare-bringing life-changing therapies from the lab to the world faster than ever before.

Description

- Responds accurately and professionally to technical and medical information inquiries received via phone, email, internet or mail in reference to pharmaceutical or device products. Processes fulfillments and provides clinical trial information or after-hours on call support.
- Analyzes caller's questions to formulate an accurate and concise response using client-approved resources and records inquiries and interactions in the appropriate databases following organizational, client and regulatory guidelines.
- Identifies, records and triages adverse events and product complaints according to organizational, client and regulatory guidelines and provides additional support (including follow up) as needed.
- Maintains thorough knowledge of project and corporate policies and procedures including client products, SOPs, protocols, GCPs, and applicable regulatory requirements.
- Works closely with internal and external client contacts (up to and including members of client management) to resolve complex inquiries. As needed, researches medical literature and drafts responses for such inquiries.

Job Offer

- **Global Impact:** Work on innovative clinical trials that play a direct role in bringing new therapies to patients around the world.
- **Cutting-Edge Technology:** Gain hands-on experience with advanced technologies and methodologies that are at the forefront of drug development.
- **Collaborative Environment:** Join a diverse team of experts, where interdisciplinary collaboration is not just encouraged but is a fundamental part of everyday work.
- **Career Growth:** Benefit from structured professional development programs and a clear pathway for career advancement within a dynamic, global enterprise.
- **Scientific Excellence:** Engage in rigorous, high-quality research that prioritizes scientific integrity and excellence.
- **Meaningful Work:** Contribute to projects that have a real-world impact on healthcare, enhancing patient outcomes and shaping the future of medicine.
- **Competitive Benefits:** Enjoy a range of attractive benefits designed to support both professional success and personal well-being.

スキル・資格

Knowledge, Skills, Abilities
✓ Medical knowledge
✓ Polite Japanese Customer service skill
✓ Proficient computer and keyboarding skills
Preferred
✓ Pharmacists or medical representative experience

会社説明

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