

# **Customer Service Manager/Sr. Manager**

## **Job description**

**Novadoz Pharmaceuticals LLC**, a rapidly growing generic Pharmaceutical company, with offices located in Piscataway, NJ, operates as the sales and marketing affiliate for MSN Labs' portfolio of US based generic and specialty finished dosage forms. MSN Labs, the parent company of Novadoz, based in Hyderabad, India, is the worldwide leader in the development and production of API (active pharmaceutical ingredients) with manufacturing facilities and offices located throughout sixty-five markets throughout the world.

### **Role and Responsibilities for the Customer Service Manager/Sr. Manager:**

- Manages customer service staff, communicates job expectations and performance appraisals and job reviews.
- Meets customer service financial objectives by forecasting requirements, prepares annual budgets and schedules expenditures.
- Improves customer service quality results by conducting surveys and studying, evaluating and re-designing processes and establishing and communicating service metrics and monitoring and analyzing results.
- Implements production, productivity, quality and customer-service standards.
- Contributes customer service information and recommendations to strategic plans and reviews.
- Audits customer service procedures and trends and determines system improvements.
- Determines customer service requirements by maintaining contact with customers.
- Other duties as assigned.

### **Qualifications and Education Requirements:**

- Preferably a Bachelor's degree from an accredited college/university or comparable work experience.
- 8-10 years Generic Pharmaceutical Industry experience required.
- Excellent communication skills with the ability to analyze and solve customer-related issues.
- Strong decision-making skills.
- Highly proficient in the use of Microsoft Office including Word, Excel and PowerPoint.
- Technology friendly.

### **Additional Notes**

- U.S citizenship, or permanent authorization to work in the U.S is mandatory.
- Novadoz is offering the ideal candidate the potential for a long-term career path, with a highly competitive compensation package based on experience and skills, including medical, dental, vision, life & LTD and a 401k with matching employer contributions.
- It is the policy of Novadoz to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, physical disability, race, religion, creed, gender, sex, sexual orientation, veteran status, or any other characteristic protected by federal, state or local law.
- Third party brokers & Professional recruiting companies are not being considered for engagement in this hiring process at this time.

**Job Type:** Full-time

**Benefits:**

- 401(k) matching
- Dental insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

**Schedule:**

- Monday to Friday

**Education:**

- Graduate (Required)

**Work Location:** In person