

# ALTER PHARMA GROUP NV

## GLOBAL GENERICS OPERATIONS UNIT

### SENIOR SUPPLY CHAIN OFFICER

#### ABOUT OUR COMPANY

**Alter Pharma** is a Belgian group of pharmaceutical companies with headquarters in Anderlecht (Belgium) and offices in Ireland and the United States. Employing in total over 140 employees, the Group distributes a wide range of pharmaceutical products to pharmacies, wholesalers, hospitals and retirement homes. At the same time, Alter Pharma is a global player on the generics market, with around 15 molecules on the European and US market and a fully stocked pipeline of niche, complex and added value products.

#### Our values

Our talented staff daily work in accordance with our company values:

- We are proud of our entrepreneurial culture and foster open communication, mutual respect, professionalism and efficient decision-making and we believe that our multicultural organisation is one of our most important competitive advantages.
- We believe that timely and well considered decisions as a response to emerging opportunities and ideas is the key to our success.
- We believe that the success of the company lies in the competence, dedication and motivation of each of our employees.
- We believe that freedom returns flexibility and empowerment returns commitment.

We are currently looking for a **talented Senior Supply Chain Officer in Balbriggan** to help us **proactively manage E2E supply chain**. The successful candidate must have proven skills in Supply Chain and Customer Service with direct pharmaceutical experience.

You will guarantee the best service is provided to the company clients and ensure their supply needs and expectations are accomplished to the highest possible level.

You will report directly to the companies' Senior Supply Chain Manager and will be based in Balbriggan, Ireland. A level of remote working is available.

#### The job description

The Senior Supply Chain Officer undertakes full responsibility:

#### SUPPLY CHAIN

##### Contract manufacturing orders management

- Create purchase orders based on client requirements and as per internal procedures
- Provide a regular rolling forecast to assigned CMO's

- Scheduling and prioritization of purchase orders with CMO, request order confirmations and delivery date updates when required.
- Process shipment documents and purchase invoices.
- Keep contract manufacturers informed about client and order priorities
- Lead and actively participate in contract manufacturers' cyclic meetings/calls.

#### **Data and Record keeping**

- Keep accurate records for the order related documents, document customer service actions and discussions.
- Weekly review of SAP, Order Overview and Forecast file for data accuracy, completeness and alignment.

#### **Communication**

- Effectively communicate and interact with internal and external customers and stakeholders to ensure priorities and exceptions are clearly understood and issues are resolved.
- Escalating potential issues which would affect costs and/or timelines

### **CUSTOMER SERVICE**

#### **Customer forecast process management**

- Clients' forecast request and client process education, record information and critical evaluation as per internal procedures

#### **Client orders management (Product and service)**

- Receiving, validating and processing orders and sales invoices as per internal procedures
- Keeping customer informed about order's status

#### **Supporting clients in product collection**

- Request and record delivery documentation as per internal procedures

#### **Dealing with customer queries**

- Process all queries efficiently and liaise with internal departments and external partners as required.
- Ensuring quick response to customer inquiries and requests

#### **Miscellaneous**

- Management of commission and exchange reconciliation process as per internal procedures together with finance team.

- Work on process improvement and other projects together with the customer service team Leader and with other company departments.
- Any other duties as assigned as the role develops within the supply chain department
- Act as a reliable Business Partner for internal and external customers.
- Represent the Customer Service team within the organization and promotes proper interaction between team and other departments.
- Interact and consult with NPI, QA, AM, Finance and RA teams.

### Your professional profile

It would be an asset if the successful candidate has already relevant experience in Supply Chain and Customer Service with direct pharmaceutical experience.

### Your abilities

- You are a self-starter and capable of working autonomously and efficient
- You are a clear communicator and have change management skills
- You have eye for detail.
- You are flexible and able to work with deadlines.
- You empower people, look for alignment, teamwork, priority setting, trust, open communication
- You speak and write fluently English. Other languages are an asset.

For more information about our company, please visit [www.alterpharmagroup.be](http://www.alterpharmagroup.be). Motivation letter and CV can be sent to [recruitment@alterpharma.be](mailto:recruitment@alterpharma.be).