

Singota Solutions JD124

Job title: Client Support Specialist
Department: Client Services
Location: Bloomington, IN
Position Type: Full-time, 40 hours/week, exempt

General Description including Skills and Physical Activity Requirements:

Client Support Specialist:

- Utilize Singota systems (e.g. Client Relationship Management, Enterprise Resource Management, E-Transparency® System, ColdStream Cold Chain Manager, Citrix ShareFile, etc.) to assist with client projects and services
 - Assign new client IDs and enter new client information into ERP
 - Tracking & filing of client project plans
 - Assist with E-Transparency account set up for clients
 - Perform data entry for SDS database
 - Perform monthly metrics for client projects
 - Assist with bimonthly invoicing
 - Assist with set up of new projects
 - Proxy CRS requests from clients, as needed
 - Input client data into CCM
 - Create folders and send large files using FileShare
 - General task assistance with client projects and services as needed
- Monitor and process incoming CRS requests in a timely manner
- Create sales orders in ERP system
- Resolve issues related to CRS requests and escalate to appropriate staff when necessary
- Run reports to assist staff and clients in inventory and transaction verification
- Appropriately direct client feedback regarding Singota processes and systems (e.g. E-Transparency®) to the appropriate functional areas within Singota
- Data entry support within Customer Relationship Management (CRM) system
- Interact professionally and effectively with other departments, clients and auditing agencies on procedures and other issues
- Assist with client inquiries and requests as required to assist staff in providing excellent service to clients.
- Provide administrative support to the client facing team: schedule client meetings; coordinate logistics associated with client visits; assist as needed for internal marketing and sales functions; etc.
- Assist with retention sample management program
- Comply with quality and safety management systems including requirements for documentation, training, system use, SOPs, processes and procedures
- General support required of a company where everyone is expected to perform multiple tasks both inside and outside their department to meet the needs of the business

Characteristics required include:

- Trustworthiness and personal integrity – able to maintain a high degree of confidentiality
- Self-directed and self-reliant work ethic
- Excellent communication and presentation skills – oral and written
- Positive attitude and good judgment
- Excellent time management and organizational skills
- Attention to detail and strong follow through on tasks

Work Experience & Education Requirements:

- High School Diploma with at least 2+ years experience in life sciences industry.,
- OR
- Associate's degree in pharmaceutical science, biology, chemistry, business management or engineering with at least 1+ years experience in life sciences industry.
- AND
- Excellent computer skills
 - Proficiency in Microsoft Office software suite
 - Experience using ERP and CRM systems
 - Experience handling multiple tasks well and creating effective solutions and procedures
 - Previous customer/client service experience

Singota Solutions is an Equal Opportunity Employer