

<b>Job Title:</b>	Manager, Corporate Customer Service	<b>Job Category:</b>	Exempt
<b>Department/Group:</b>	Sales	<b>Travel Required:</b>	None
<b>Location:</b>	Columbia, SC	<b>Position Type:</b>	Full-Time
<b>Level/Salary Range:</b>	Commensurate with Experience	<b>Hiring Manager:</b>	Senior, VP Sales

**Position Description**

**ROLE AND RESPONSIBILITIES:** Reporting to the SVP, Sales, the Corporate Customer Service Manager is responsible for leading and managing the customer service team and being the interface between the BDI customers and Operations. The position will ensure that Customer Service is managed efficiently in an effort to support the company's overall strategies and goals.

Responsibilities include:

- Manages and leads the interface between OPS and Sales to handle BDI customer facing issues, consulting with sales management and sales operations for best resolution.
- Directly responsible for the direction, organization, coordination, hiring and development of the Customer Service Representatives.
- Ensures customer service representatives are performing necessary responsibilities to achieve individual and team goals by coaching, developing and providing support when needed.
- Monitors and tracks daily performance through approved metrics, providing continuous and consistent feedback on Customer Service Representative.
- Coordinate and assist in the training of processes and ensure representatives are working towards success of individual and company goals.
- Works strategically to ensure integration and execution of customer service needs for national accounts/corporate accounts and assist in the planning efforts and execution against the plan developed.
- Follows and performs assigned objectives on a daily, weekly, monthly, and yearly basis; including several reports for key corporate/national accounts.
- Works with Senior Sales Manager and Director, Sales Operations to ensure complete coverage in the office at all times.
- Assists Management in maintaining pricing for National Accounts/Corporate Accounts and Wholesale Partners.
- Maintains and organizes MSA (marketing/manufacturer sales/CS agreements) on an as needed basis

**QUALIFICATIONS:**

- 3-5 years Customer Service Management experience
- Bachelor Degree preferred, but not required with years of experience
- Strong MS Excel
- SAP CRM preferred
- Exceptional communication and organizational skills
- Excellent leadership and team building skills
- Highly organized with strong time management skills
- Strong interpersonal skills
- Professional presence

**ACCOUNTABILITIES AND PERFORMANCE MEASURES:**

- Accountable for total daily, weekly, monthly, quarterly, and annual customer service performance
- Responsible for hiring customer service representatives and fostering development
- Responsible for improving business processes that positively affect customer service performance

**ORGANIZATIONAL ALIGNMENT:**

- Reports to SVP, Sales
- Directly manages 6-8 customer service representatives
- Promotes a close, cooperative relationships with peer leaders, internal, and external stakeholders

**BENEFITS:**

Competitive salary, Medical, Dental, Vision Insurance, FSA, and Dependent Care FSA, 401(k) plan with matching contributions, and more.

**About BDI**

BDI Pharma is a rapidly growing, privately owned national specialty pharmaceutical distributor that creates customized solutions to meet the distribution and support needs of manufacturers, healthcare providers, and patients throughout the life of each product within the specialty, niche pharmaceutical market. Throughout our 20 year history, BDI Pharma has built a solid reputation based on our core values of professionalism, integrity, ethics, and responsibility. In addition to our innovative supply solutions, we provide our customers with extensive product education, 24/7 emergency availability, consignment and reimbursement services, and more. Our product portfolio includes coagulation factors to treat bleeding disorders, immune globulins to treat both immune deficient patients and patients exposed to certain diseases, albumin, and other specialty pharmaceuticals like chemotherapies and vaccines. As an Authorized Distributor of Record for all the products we distribute, we are proud to serve our customers across the nation from our VAWD accredited modern facilities that demonstrate our commitment to supply-chain safety.

**HOW TO APPLY:**

For more information about BDI Pharma, please visit our website [www.bdipharma.com](http://www.bdipharma.com).

Applicants should send a resume and cover letter detailing their qualifications and interest in the position to [apply@bdipharma.com](mailto:apply@bdipharma.com).

While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted. Please note the selected candidate will be required to be subject to a criminal records check and drug testing.

BDI Pharma provides equal employment opportunities (EEO) to all employees and applicants for Employment without regard to race, color, religion, sex, national origin, age, or disability.