

KVK Tech	Employee Job Description
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1. Employee details:

First Name		Middle Initial		Last Name	
Hire Date		Department	Customer Service		
Location	110 Terry	Job Title	Customer Service Representative	FLSA Status:	Exempt
Role	N/A				
Sub role (If any)	N/A				

2. Role Purpose:

The primary responsibilities are to provide excellent customer service on processing orders, inquiries, and handling complaints in a prompt and courteous manner following our standard operating procedures and cGMP and DEA regulations while supporting our outside sales and marketing teams. Additionally, analyze customers' price contracts, rebates, inventory forecasts based upon new and/or revised contracts.

3. Key Duties & Responsibilities:

- Manage, maintain, and review database of customer pricing, rebates, changes, and new inventory requirements
- Monitor contract compliance for direct and indirect contracts involving generic drugs
- Help to process rebate programs and contracts with Retail Chains, Wholesalers, Distributors and Mail Order customers
- Prepare Sales Orders using Syspro to be shipped - Orders come in through Fax, Email, Web, and EDI
- Perform inventory allocation as needed
- Perform daily inventory reconciliations with shipping department
- Work with Production Planner in inventory forecast and allocation
- Review and direct inventory allocations and reconciliations
- Process MRP
- Analyze and resolve pricing discrepancies on customer purchase orders and communicate with sales director and customers of price discrepancies
- Process, analyze, and resolve numerous types of customer deductions
- Assist in customer returns
- Assist in Suspicious Order Monitor process
- Assist in processing of DEA 222 forms
- Provide sales, marketing, and administrative support to Director of National Accounts and Account Managers

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- Resolve customer complaints by investigating problem and working with QA, Accounting, or Sales Department when needed
- Liaison between customers and Director of National Accounts and Sales Team
- Enhance relationships with key customers, and work together and support Director of National Accounts and Account Managers, Accounting, Production, and Distribution departments
- Product registrations and licenses renewals
- Assist Sales team with marketing assistance in the preparation of marketing materials and mailing samples to customers, and preparation for Trade shows
- Assist with Customer Service Department in new products and State Licenses registrations as needed
- Assist Sales/Marketing for New Products reporting to various organizations
- Create and maintain product HDMA's (Health Care Distribution Management – Standard pharmaceutical Product Information)
- Other duties as assigned.

4. Typical Supervisory Responsibility:

N/A

5. Education/Technical Competencies/ Certifications/ Licenses:

Technical competencies	<ul style="list-style-type: none"> • Strong phone contact handling skills and active listening • Able to work independently • Able to interpret and identify issues to be elevated to the management • Able to work beyond normal work hours schedule if necessary • Research and gather information in a timely manner • Follow all SOPs accurately • Handle and complete special projects as required • Flexible and responsive • Outstanding administrative and organization skills; is detail-oriented self-starter; is able to
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	<p>independently prioritize and multitask; follows through consistently; demonstrates ownership through responsibility and accountability for end product; is proactive and persistent in job efforts; does not get frustrated with time limitations or high-pressure situations; works productively when under pressure</p> <ul style="list-style-type: none"> • Strong typing and proofreading skills; and the ability to produce typed documents quickly and accurately • Demonstrated proficiency in MS Word, Excel including Pivot Tables and MS PowerPoint. • Anticipates and meets the needs of executives, teams and administrative colleagues • Ability to work effectively in a fast paced, timeline-driven, extremely high-expectation environment; is flexible to occasionally work overtime on short notice • Takes initiative and exhibits resourcefulness in problem solving; experienced in working in a collaborative team environment • Maintains confidentiality at all times and exercises solid, dependable judgment and discretion • Displays effective communication skills, both oral and written (timely, clear, succinct); constructively delivers and receives feedback • Ability to address issues • Strong organizational and multi-tasking abilities • Continuous working knowledge of applicable DEA regulations • Continuous working knowledge of applicable cGMP guidelines • Demonstrates a high level of confidence, integrity and motivation • Other duties as required or delegated
Education/Certifications/Licenses/Other	<ul style="list-style-type: none"> • College degree is required

6. Physical Demand and Work Environment:

a. Physical demands:

While performing the duties of this job, the employee is required to walk, sit, and use hands to finger, handle or feel tools or controls, reach with hands and arms, balance, stoop, crouch, bend, talk and hear. The employee must lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, and depth perception.

b. Work environment:

N/A