

Date	August 14 th , 2017	Job Title	Customer service and operations specialist
Department	Operations	Reports to (title)	Executive Director, Trade Operations
Location/Region/Territory	Corporate Office	Field/Office	Office
Job Type (FT or PT)	Full Time	FLSA Status (Exempt/Non Exempt)	Exempt
Category (Regular/Contingent)	Regular	Supervisory (Yes/No)	No

Job Summary

The Customer Service and Operations Specialist will manage day to day customer needs and facilitate necessary support to ensure access to Adapt products. The Specialist will work across all functions of the organization to support customer needs and distribution of our products. Project management to address various general business needs will also be a key component of the role.

Essential Functions, Duties and Responsibilities

- Act as key point of contact with customers, wholesalers, distributors, and 3PL.
- Work in conjunction with the field team to secure sales.
- Manage customer needs and requests for access to Adapt products and information.
- Assist in managing projects across the organization, including general operations of corporate office.
- Coordinate availability to accommodate time zones across US.
- Craft customer communications.
- Identify and implement continuous improvement initiatives.
- This role will work in conjunction with various departments within the organization.

Required Education & Experience

- Bachelor's degree or equivalent.
- Two or more years of experience interacting with external customers and vendors is required, experience within a pharmaceutical organization is preferred.
- Experience using Microsoft Office applications (Word, PowerPoint, Excel).

Required Knowledge, Skills and Abilities

- Strong general business acumen
- Understanding and passion to assist those suffering from chronic substance abuse, dependency and the comorbid conditions often associated.
- Ability to build strong relationships and meet needs of key customer stakeholders is essential.
- Ability to work in a dynamic environment, often with little direction.
- Must be self-motivated and able to work independently.
- Strong project management skills, ability to manage multiple high priorities, identify resource needs, drive to completion, prepare reports, and evaluate results.
- Strong business analytic skills to assess potential opportunities across the region.
- Excellent interpersonal, and oral and written communication skills.

The purpose of this job description is to provide a statement of the essential functions and requirements for the position and to organize and present the information in a standardized way. It is not intended to describe all functions, knowledge, skills, abilities, or working conditions that may be required for this position, nor should it serve as the sole criteria for personnel decisions and actions.

Physical Demands and Work Environment

- Responsibilities may require a work schedule that may include working outside of “normal” work hours, in order to meet business demands.
- Frequent public contact requiring appropriate business apparel.

Adapt Pharma, Inc. is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender-identity, national origin, disability status, protected veteran status, or any characteristic protected by law.

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