

JOB DESCRIPTION

ROLE: Specials Technician

REPORTS TO: Specials Team Leader

LOCATION: Vadodara

JOB TIMING: 10:00am to 7:00pm UK Time

PRIMARY RESPONSIBILITIES:

- To take and screen orders placed by Pharmacists.

SECONDARY RESPONSIBILITIES

- Thorough screening of emails, fax and Web customer orders.
- Double checking with sales co-ordinators, if concerned about the appropriateness of order.
- Dealing with technical queries from the Sales Department regarding customer orders.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Maintaining work areas in a tidy and safe way ensuring that they are free from hazards.
- Reporting potential risks identified in work place.
- Taking responsibility for own development, learning and demonstrating skills and activities to others who are undertaking similar work.
- Alert other team members of issues that may be detrimental to quality or pose a risk to individuals.
- Effectively manage own time, workload and resources.
- To comply with company Policies and Procedures.

ESSENTIAL EXPERIENCE, SKILLS AND ABILITIES

- Bachelor Degree in a scientific discipline or equivalent work experience.
- Typing speed should be of 25 to 30 words per minute.
- Excellent organisation and time management skills.
- Judgment, decision making and problem solving.
- Ability to perform under pressure.
- Clear verbal and written communication essential.
- High attention to detail.
- Ability to work on own initiative and in a team.
- Positive attitude and willingness to deliver results.
- Responsive to the rapidly changing nature of the business.