

Account Manager

Job description

We are hiring! docs24 are a fast growing and ambitious company that is committed to keeping its customers at the heart of its strategy and core values. As our business moves into the next phase of its history, we can help you to look forward to a bright new future with us as part of the team. Join us now and you will grow with us as we build on our success.

The role –

To provide outstanding customer service to our international client base, consistent with our overall core values. You will be responsible for supporting our clinical sector clients in the production and distribution of study materials.

Responsibilities include -

- Managing the day-to-day activities for clinical study documents.
- Support clients with queries, deliveries, reporting etc.
- Implement projects, working with various cross-functional teams (artworkers, estimating, print production, distribution etc.)
- Alert management of issues that will impact on timelines.
- Coordinating and organising to ensure deadlines are met.

You must have –

- Experience of digital print production
- Experience of receiving RFQ's and processing to orders.
- Experience of vendor management
- Outstanding customer service
- Efficient with MS Office, especially Excel.
- Able to work to strict deadlines.

Job will be closed upon finding the ideal candidate.

Job Types: Full-time, Permanent

Benefits:

- Company pension
- Private medical insurance

Schedule:

- Monday to Friday
- 8.45 – 5.00

Salary

- £26 - £32k, Dependent on Experience