



TURNING POTENTIAL INTO PERFORMANCE

Ocean Healthcare – Customer Service Executive

Ocean Healthcare was established in 2003 and provides a complete sales, marketing, and distribution service. We supply > 2,000 accounts across Ireland in Pharmacy, Grocery and Dental either directly or via wholesale both north and south of Ireland.

We provide total brand management solutions, managing all elements of the marketing mix including Consumer, Trade and HCPs.

We partner with some major international healthcare brands; and offer a menu of solutions to brand owners from total brand management to sales and national account management.

Our brand partners include Bio-Oil, TePe, Foster Grant, Colief and Ricola to name a few (approx. 300 products) Ocean Healthcare also demonstrates innovation and growth through the development of our own brand Proceive with Affirm Health.

Our office is based on Carmanhall Road in Sandyford, Dublin 18.

ROLE OPPORTUNITY: CUSTOMER SUPPORT EXECUTIVE

We are seeking a highly motivated Customer Support Executive to join our team in Sandyford.

We are looking for someone who is passionate about delivering exceptional customer experience, is results orientated and outcome focused.

Responsibilities & Duties:

- Provide best-in-class customer support on behalf of Ocean Healthcare.
- Manage the order capture to invoice process, including liaising with our 3PL DPD to manage order dispatches, the relevant documents, and systems interfaces.
- Use Sage to process orders, and to maintain concise customer information.
- Resolve customer queries in a professional and timely manner, including telephone queries.
- Communicate with our sales team regarding the customers they manage and ensure we have a cohesive approach to customer support.
- Manage the sale or return basis we operate for one of our brands.
- Manage customer uplifts as necessary with DPD, monitoring their tracking system.
- Process UK sales orders with our UK 3PL, ensuring we comply with our UK customers' policies and procedures.
- Any other ad hoc projects or tasks, as required

Requirements:

- Minimum 2 years' experience in a Customer Service Role.
- Specific experience of order processing in a FMCG environment would be an advantage
- Demonstrate a knowledge of stock movements and how the order to dispatch movements are transacted
- Strong numeric and administrative skills with very good knowledge of MS Office, particularly Excel
- Has worked on an ERP system and know the workflow for customer order processing to invoicing
- High level of experience in resolving customer complaints in a friendly and efficient manner
- Dynamic team player who demonstrates energy and task ownership in a challenging environment
- A self-motivated individual with excellent prioritising & time management skills



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Work hours:

Monday to Friday

9.00am to 5.30pm (37.5 hours per week)

Office based role due to systems processing requirements

Remuneration:

Permanent full-time role

Salary c. €32k commensurate with experience

Bonus 5% based on company and individual KPIs

Pension Match employee contribution up to 5% when individual sets up personal pension plan (following successful 6 month probation period)

Annual leave 23 days

Training Support package for work related training / education courses

If you feel that this is the opportunity you have been looking for, please apply with your current CV to austin@tss.ie