

Customer Service Executive – Ho Chi Minh City, Vietnam

mClinica is a fast growing impact-driven healthcare technology company, focused on advancing healthcare for hundreds of millions of people across Asia. We help the biggest Pharmaceutical Companies in the World, Governments and NGOs navigate in southeast Asia's emerging markets.

mClinica works with thousands of pharmacists and to keep our relationship strong with them, we are now looking for an experienced Customer Service Executive.

Your tasks and responsibilities:

- Write high-quality articles for mClinica's blog on life-style as well as technical topics.
- Provide assistance and support to our customers and partners over the phone.
- Continuously improve customer service experience, create engaged customers and facilitate growth of our business.
- Take ownership of customers' issues and follow problems through to resolution.
- Develop and follow service procedures, policies and standards.
- Keep accurate records and document customer service actions and discussions.
- Maintain an orderly workflow according to priorities.

Your Profile

- Unconditional customer-centric focus.
- Strong client-facing and communication skills.
- Advanced troubleshooting and multi-tasking skills.
- Experience in providing customer service support.
- Proficiency in English and Vietnamese.
- Skills in Microsoft Office - especially Excel
- Easy to work with, flexible to changes, be able to turn around projects quickly.

What You Can Expect from Us

- **Significant career growth opportunities** in a fast-growing international business based in Ho Chi Minh City.
- **Competitive compensation.**
- **Challenging and diverse international assignments** along with direct responsibilities.
- **Fun & casual working environment** in an international team.
- **Starting date:** As soon as possible.

Apply

If you are interested in this position and would like to become part of the mClinica team, please e-mail careers@mclinica.com (Subject: Customer Service Executive) with your resume and portfolio.