

Customer Management Executive – Taguig, Philippines

mClinica is a fast-growing impact-driven healthcare technology company, focused on advancing healthcare for hundreds of millions of people across Asia. We deliver Healthcare Market Access and Analytics services to Pharmaceutical Companies, NGOs and Public-Sector Institutions across 6 countries in Southeast Asia.

At mClinica, we value talented professionals with a global mindset that take initiative and drive change. In turn we give them an opportunity to take a challenging role that can directly impact our business globally. We are now looking for an experienced and highly motivated **Customer Management Executive** who can bring our multi country digital platforms to the next level and change the health outcomes of hundreds of millions of patients across Southeast Asia.

Your Role:

- Responsible in designing, building and change processes on the Customer side
- Will be responsible to direct and escalate them to various stakeholders when needed (Tech team, Pharma, etc)
- Will be responsible in designing and directing production-issue escalation process (e.g. identifying severity levels, service level agreements, etc)
- With hands-on experience in process improvement and in setting up and building the platform
- Intermediate to advance knowledge in Zendesk, CRM and other customer service technology
- Take the lead in supporting customers with their technical issues and will be the first and second level support to customers
- Build and maintain strong relationship with customers
- Identify and report any recurring issues and other customer experience data
- Suggest ways to improve or optimize existing processes
- Create ad-hoc processes based on business needs

Your Qualification:

- Candidate must be a graduate of any degree/course
- At least 2 years' experience in any customer centric related and tech field is required
- Business to business and/or business to client experience is required
- Experience handling Zendesk, Hubspot, Podio and other related tools is a plus
- Registered pharmacist is a huge plus
- Can work effectively in tight deadlines
- With Excellent analytical, logical, and organizational skills
- Strong interpersonal skills; ability to work independently as well as be a contributing member of the team

What You Can Expect from Us:

- **Significant career growth opportunities** in a fast-growing business
- **Competitive compensation** package
- Opportunities for **international travel**.
- **Challenging and diverse assignments**
- **Fun & casual working environment** in an international team.

Apply

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