

Customer Service and Administration Officer

Exciting opportunity with a 2023 certified “Great Place to Work”

Excellent employee benefits with free onsite parking

Part-time opportunity, 3 days per week

About Us

Specialised Therapeutics (ST) is the region’s largest independent specialty pharmaceutical company, providing new therapies and technologies to patients in Australia, New Zealand and across Southeast Asia. We partner with global pharmaceutical, biotech and diagnostic companies to bring novel healthcare opportunities to patients who are impacted by a range of diseases. Our mission is to provide specialty therapies where there is an unmet need. Our broad therapeutic portfolio currently includes novel agents in oncology, haematology, CNS, neurology, endocrinology, ophthalmology and supportive care, although it is not confined to these areas.

Culture

ST has carefully cultivated a work environment in which our employees are constantly challenged to do their best and think differently. Our company is determinedly inquisitive, perceptive and courageous, and nurtures these qualities by employing people who share our passionate interest in making a difference in patients’ lives. We pride ourselves on a friendly, collaborative, open, dynamic and inclusive team, with a permanent focus on the why.

The Role

We are currently seeking to appoint a Customer Service and Administration Officer to act as the first point of contact for Specialised Therapeutics customers and be responsible for providing a seamless customer experience. The Customer Service and Administration Officer is responsible for processing orders and responding to a variety of customer requests and inquiries whilst also providing efficient and professional administrative support for the office.

The successful candidate will leverage their strong communication and interpersonal skills to gather information and resolve problems. The Customer Service and Administration Officer will need a continuous improvement mindset, and seek to improve ways of working, identifying opportunities to increase efficiency.

What we are looking for

You will enjoy working in a small team and have the ability to work independently and handle multiple projects. Your excellent troubleshooting and multi-tasking skills, coupled with your excellent organisational skills, will ensure your success. In addition you will have:

- Prior customer facing and administration experience
- A courteous and professional phone manner with the ability to speak tactfully with healthcare professionals
- Excellent communication skills
- High level of accuracy and attention to detail
- Intermediate knowledge of Microsoft suite
- A customer service orientation

What we offer you

This is an exciting opportunity to join a company with a growing product pipeline offering employees' a culture of support, encouragement, passion and recognition. We seek those who can bring a wealth of life experience and inspired ideas to our table. In return, we provide an inclusive and flexible workplace environment that nurtures enduring professional relationships. We provide wholesome remuneration packages with above average benefits including additional leave, private health insurance, additional superannuation, well-being grant and your birthday off!

Apply now!

This is an exciting opportunity for a talented individual who would like to move their career forward with a collaborative team and an innovative organisation.

If you believe you have the appropriate experience and energy for this position,

please submit your resume and covering letter to Jessica Fine at jfine@stbiopharma.com

ST is an equal opportunity workplace.

This role is only open to candidates that have full eligibility to live and work in Australia.