



## Call for Applications: 1<sup>st</sup> Level Customer Support Representative

### The European Medicines Verification Organisation

The European Medicines Verification Organisation (EMVO) is the Brussels based organisation responsible for bringing forward the European Medicines Verification System (EMVS).

EMVO was created in 2015 as a joint initiative of EU supply chain stakeholders, representing manufacturers (EAEPC, EFPIA, Medicines for Europe), wholesalers (GIRP), community pharmacists (PGEU) and hospitals (EAHP, HOPE) and is bringing forward the EMVS in accordance with the EU's Falsified Medicines Directive (FMD) and the Delegated Regulation (DR). It ensures the implementation of a functioning, secure, interoperable and cost-effective system across Europe, to ensure patient health and safety.

EMVO is a dynamic, multi-lingual team undergoing a period of growth as we adapt our structure to meet the needs of the Operational Phase of the EMVS. In order to meet these needs, we are seeking a 1<sup>st</sup> Level Customer Support Representative to provide support to EMVO's customer groups and related parties.

### Our 1<sup>st</sup> Level Customer Support Representative

Reporting to EMVO's Customer Support Centre Manager, you will respond to the questions and issues raised by EMVO's customers and related parties. You will analyse these queries and follow them up to resolution. You will be responsible for the triaging of these requests based on their complexity and criticality and will maintain accurate records of all requests. In addition, you will escalate the more complex tickets to EMVO's business and technical experts.

It is an exciting time to join our team, to make a valuable contribution to the successful running of the EMVS, and to be involved in growing a project which is of vital importance to the European pharmaceutical sector.

#### Required skills & competences:

- Preferably you have already worked in a service or support centre and have handled incidents/tickets at a first level support
- Previous knowledge of Ticketing Systems
- Able to understand the processes and canned responses of EMVO.
- Knowledge of ITIL principles is a plus.
- Delivery driven
- A team player
- Equipped with a sense of urgency
- A Problem solver
- Ability to work in multinational environment
- Strong verbal & written communications skills
- You are flexible, proactive and can focus on results.
- You are fluent in English and at least 1 other European Language

- Experience in the pharmaceutical sector/supply chain would be an asset
- A level of education which corresponds to a completed bachelor's attested by a diploma

#### **What we can offer you**

- A full-time position in the centre of Brussels
- An attractive salary supplemented by a number of fringe benefits.
- A dynamic working environment with an open culture and pleasant atmosphere
- Our offices are located in the center of Brussels, easily accessible by public transport.

#### **Interested?**

#### **If this sounds like a match, then we want to hear from you**

Send your CV and motivation letter to [recruitment@emvo-medicines.eu](mailto:recruitment@emvo-medicines.eu) before September 30<sup>th</sup>

#### **Data Protection:**

When applying to EMVO you agreed to the Data Protection policy

