



CALL FOR APPLICATION: CUSTOMER SERVICE MANAGER AT THE EUROPEAN MEDICINES VERIFICATION ORGANISATION.

The European Medicines Verification Organization

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

The project

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.

Job Purpose

Reporting to EMVO's General Manager, you will be primarily responsible for building EMVO's customer support structure for the Operational Phase of the EMVS. You will plan and oversee the development of a new department within EMVO's secretariat; which will provide an extremely high level of service to our customer base.

As one of the outwards facing departments in our organisation, we are looking to hire a Customer Support Manager who can build a strong and cohesive team; and deliver our services in a positive manner. You must also be able to work strategically on developing a support structure which meets the needs of our organisation and those of our customer base.

Skills & Competencies

- Master's degree or higher in business administration with an IT focus
- Between 5 – 10 years of job experience in Incident Management (ITIL) in an IT driven organisation
- Experienced in complex business processes
- Project Management skills
- Familiar with ITIL and preferably GAMP5
- High degree of professional ethics, integrity and responsibility
- Sound judgement and ability to analyse situations and information
- Microsoft Office
- Understanding of customer service practices
- Knowing mediation and conflict resolution techniques
- Experienced in data analysis
- Knowledge of call center tracking systems
- Excellent verbal communication and presentation skills
- Fluent in English and at least 1 other European Language.
- Excellent team work skills
- Strong motivational skills
- The ability to multi-task
- Problem solving skills
- Flexibility, proactivity and focus on results.

What we can offer you

- A permanent contract
- An attractive salary supplemented by a number of fringe benefits.
- A dynamic working environment with an open culture and a pleasant atmosphere

Our offices are located in the centre of Brussels, easily accessible by public transport.

To apply: Please send your CV & Cover Letter in English to recruitment@emvo-medicines.eu before May 30th.

European Medicines Verification Organisation

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