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*Job Profile*

**Customer Service Coordinator**

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Please send your CV and application to the following  
e-mail address: [HR\\_Nordic@stada.dk](mailto:HR_Nordic@stada.dk)

## THE GLOBAL ORGANIZATION

STADA is a leading manufacturer of high-quality pharmaceuticals. With a well-founded heritage rooted in pharmacies, we have been perceived as a reliable and trustworthy partner for more than 120 years. Sustaining access to high-quality medicines with the purpose of Caring for People's Health as a Trusted Partner, STADA ensures that everyday health remains affordable. Through our network of internal production sites, supported by hundreds of trusted partners and external suppliers, STADA in 2023 supplied more than one billion packs of medicine and healthcare products to around 115 countries worldwide. At STADA, 'Caring for People's Health as a Trusted Partner' means caring for patients, but also caring for its own people. To our employees, we offer an attractive working environment in which personal development is of the greatest priority.

“ Our success is based on our culture and our purpose of Caring for People's Health as a Trusted Partner. ”

Peter Goldschmidt  
CEO

In fiscal year 2023, STADA achieved adjusted group sales of more than EUR 3.7 billion. The secret behind this success is the dedicated efforts of the roughly 12,000 employees of the STADA Group worldwide working within three strategic pillars: **Generics**, **Consumer Healthcare**, and **Specialty**.

**Generics** (small-molecule or non-biologic medicines) make an important contribution to ensuring that patients have access to high-quality, affordable medicines around the world. As Europe's fourth-largest manufacturer and supplier of generic medicines by value, STADA makes a major contribution to the economic sustainability of healthcare systems. Generics enable a wide range of diseases and healthcare conditions to be treated at a fraction of the cost of original medicines. New product launches contributed to STADA's adjusted Generics sales increasing by 6% to EUR 1.5 billion in 2023.

STADA is the fourth-largest **Consumer Healthcare** (CHC) company in Europe. In December 2021, STADA and Sanofi entered into a distribution agreement whereby STADA will distribute and market Sanofi's portfolio of approximately 50 well-established consumer healthcare brands across 25 countries Europe. The therapeutic categories are allergy, cough & cold, sleep and digestive health. As a result of these efforts, the CHC division grew by 17% on a global basis in 2023 growing more than twice as fast as the market. We are strengthening our position through a combination of organic expansion, line extensions and new brand launches. Strategically, STADA continues to focus on local "hero brands". Think globally, act locally - this motto remains the most important success factor in this business area.

As STADA's fastest-growing product segment in 2023, **Specialty** is an increasingly essential element of the group's growth strategy. Such high value products include biological medicines that usually require cold-chain storage and administration via injection or infusion; device-aided therapies such as on-body pumps, pre-filled syringes or autoinjector pens. A 25% increase in adjusted annual sales close to EUR 750 million accounted for 20% of group sales in 2023.

*STADA's story begins: According to pharmacy historians, STADA's zero hour is March 14, 1895. Forward-looking pharmacists team up to economically produce the so-called joint preparations. This gives rise to joint preparations being produced in participating pharmacies for example, in Berlin, Dresden, Würzburg, Darmstadt and elsewhere, initially in very small circles. A pharmacist association is also founded in Dresden. This is where STADA has its roots. From these beginnings, similar organizations then begin to develop on a larger scale.*

## THE LOCAL NORDIC ORGANIZATION

STADA Nordic ApS had a turnover of more than EUR 100 million in 2023. The Nordic organization counts approximately 50 employees across Denmark, Sweden and Finland. With head offices in Herlev, Denmark and two branch offices in Stockholm and Helsinki respectively, we distribute products from our central warehouse in Denmark to wholesalers and pharmacy chains in Denmark, Norway, Sweden, Finland and Iceland. Currently, we have a product portfolio of around 1,500 different sales packs across the business units. With new product launches especially within the Generics area, the portfolio will continue to grow.

Reflecting the global three-pillar strategy, the Nordic organization is divided into three business units: Generics, CHC, and Specialty. The business units are driving the sales in the Nordic markets through partnerships with wholesalers, pharmacy chains and tender authorities. In addition to the business units, we have three functional areas supporting the daily operations: Finance, Supply Chain, and RA & QA. As Customer Service Coordinator, you will be part of the Supply Chain team consisting of four dedicated people working in close cooperation with the entire Nordic organization.

## THE POSITION

A unique opportunity to join STADA Nordic in this cross functional position. STADA Nordic is a part of an international company on an amazing growth journey. As this is a newly created position within the company, you will be able to influence and define the role yourself and have impact on your daily tasks.

As **Customer Service Coordinator**, you will develop and implement best-in-class tools, practices, concepts, and standardized processes within the field of customer service experiences, which will support the daily productivity of the business. Your key stakeholders will be our wholesalers, pharmacy chains, local tender and health authorities. Furthermore, you will participate in larger cross-functional projects within the commercial area to increase flexibility and scalability in the organization. Also, you will have the responsibility to create and maintain partnerships with a lot of different stakeholders both inside and outside of the organization to enhance the company's reputation.

This key role reports to the Nordic Head of Supply Chain.

## KEY RESPONSIBILITIES

- Inform customers about news and changes related to the full product portfolio
- Align and maintain list of Nordic item numbers and material codes from systems and portals
- Support the Commercial teams with product deliverables and stock out projections
- Create and maintain shortage notifications to wholesalers, tender and health authorities
- Notify Regulatory colleagues upon submission of shortage notifications
- Daily monitoring of requests and inquiries in the STADA info mailbox
- Maintain STADA product information in customer portals
- Risk mitigation with Supply Chain and Commercial colleagues in case of stock out projections
- Monitoring products with short expiry and coordinate actions with commercial colleagues
- Sparring with Product Managers and Brand Managers related to rolling demand forecast

## **THE CANDIDATE**

The ideal candidate for this position is a dedicated and insightful person with a passion for customer service in the pharmaceutical business area, great communication skills both written and spoken, and the ability to structure administrative work towards our customers. General knowledge about medicines and medical treatment is also an advantage. Furthermore, the candidate should have a growth mindset within the sphere of this role which requires confidence and execution.

### **Professional Background**

- You are proficient in customer service concepts
- You have experience with customer centric experiences
- You are a strong problem solver with a persistent attitude
- You are fluent in Danish and English spoken and written
- You have a proven track record within customer service-related activities
- You have experience from an international cross-functional matrix environment
- You enjoy working digital and thrive in Excel + Microsoft Office package
- You have an outstanding level of drive and the ability to juggle multiple tasks effectively

### **Personal Qualities**

- You have the courage to challenge the status quo
- You thrive among stakeholders across functions and are not afraid to challenge the existing
- You are analytical, fact-driven, and pro-active
- You are outgoing, dynamic and embrace changes
- You are agile, service-minded and have a strong will to succeed
- You can communicate and gain respect with stakeholders throughout the organization
- You meet people at their level and accommodate the differences and diversities
- Ideally, you have experience from the pharmaceutical industry

## **CHALLENGES**

- Secure focus in a very busy and changeable environment
- Need the ability to manage multiple tasks at the same time
- Operational – need to be pragmatic with hands-on attitude

## **SUCCESS CRITERIES**

- Improve service level to clients and implementing best practices
- The overall performance of the company and customer satisfaction

## **WORKPLACE**

Marielundvej 46A, 2730 Herlev

Possibility to work from home 2 days/week