

Supply Chain and CRM Coordinator

Working in the import, promotion and distribution of various pharmaceuticals, para-pharmaceuticals and veterinary products.

Location: Lebanon

Major: Bachelor's degree in Business Administration, or any related field

Experience: 4 – 6 years of experience in supply chain/logistics and CRM

Major Responsibilities:

- Prepare and maintain monthly forecast files
- Process and manage purchase orders
- Track and follow up on product expiries
- Coordinate with regulatory affairs for shipment documentation and preparations
- Obtain and compare shipment quotations
- Liaise with clearing agents to ensure timely clearance
- Process shipments in the system and coordinate with the warehouse team
- Maintain and update customer records, orders, and communications in the CRM system
- Generate and analyze CRM reports to track client interactions, order status, and service levels.
- Support sales and marketing teams by providing customer insights and data from the CRM.
- Ensure timely responses to customer inquiries and follow up on delivery timelines.
- Identify recurring customer needs and communicate them to sales teams.

Additional Requirements:

- Relevant supply chain/logistics experience and CRM experience
- Strong coordination and communication skills
- Detail-oriented with experience using ERP systems
- Background in a medical or healthcare-related industry is preferred

How to Apply:

Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb, Ext. 7801; 7802