

PHARMACEUTICAL AUDIT PROGRAM COORDINATOR



Rx-360, located in Philadelphia, PA, is a non-profit 501(c)(6) that is dedicated to the integrity of the pharmaceutical supply chain and patient safety. Rx-360 accomplishes this through member consortium working groups, education, and our unique audit program. We are seeking someone to join the team coordinating audit report licensing as part of our Joint Audit Program®. The role will support the overall goals of entire Rx-360 Consortium. This is a great opportunity to join a growing team, and make a difference in pharmaceutical supply chain integrity and ensure patient safety.

POSITION OVERVIEW

This position is responsible for assisting in the coordination of audit license acquisitions. This role primarily will process transactions to provide licensed access to confidential audit documents to specific permitted parties. This role may also be cross trained to assist in the scheduling and execution of audits within the program. This would include but not limited to ensuring all required paperwork is in place documenting all parties' understanding and agreement to the program requirements before the confidential audit documents are disclosed. Confidentiality protection at Rx-360 is of utmost importance.

KEY RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Coordinating all steps with audit license requests
- Track license transaction progress, via documenting status changes in a timely manner
- Assist and in some cases prepare documents and forms according to the process - including legal agreements, permission forms, and License Transaction Records
- Clearly document activities and other details within the Salesforce database
- Maintain and update database entries as needed (including member and non-member details, Accounts, Contacts, and other records – as well as linking such records together)
- Retrieve license requests that come in directly from the customer portal and promptly respond, track, and process the requests
- Organize audit related documentation files to ensure completeness and accuracy
- Control the proper delivery of confidential audit documents for each licensee, sponsor, auditor, and auditee as needed, following up later as needed to provide subsequent documents as the audit moves through CAPA to closure
- Field technical questions for clients, researching answers and following up through to resolution
- Proactively communicate with members, clients, and suppliers in a professional manner
- Provide specialized care for specific key accounts as needed
- Champion the unique value that Rx-360 offers, always communicating membership opportunity with non-member licensees
- Deliver and follow up on invoices for license transactions
- Process credit card transactions as required or needed
- Research answers to questions related to members' credit balances, and credit usage as needed
- Maintain a kind, professional, and service-oriented demeanor with all customers via both verbal conversations and written email communications
- Present Rx-360's value proposition knowledgably and confidently
- Participate in membership inquiry meetings, membership onboarding, vendor meetings, customer calls, and other audit operations support as needed
- Work in conjunction with all Rx-360 Team Members and manager on value driving special projects

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QUALIFICATIONS:

- 4-year college degree or equivalent
- Experience in database management (Salesforce.com preferred)
- Experience in pharmaceutical quality is a plus
- Knowledge of PowerBI
- Project management experience preferred
- Full understanding of Microsoft 365 and Adobe Professional
- Superior communication skills
- Understanding of the non-profit consortium model

Rx-360 is an "equal opportunity employer". The employer will not discriminate and will take measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, sexual orientation, national origin, or sex (gender).

Rx-360 has the ability to offer a generous vacation plan, 401K, and health benefits.