

Pharma Associate (Warehouse Management) at Ilara Health

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Location: Kenya

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Job Description

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Ilara Health brings accurate and affordable diagnostics to the million people in Africa who today struggle to access a simple blood test. We distribute low-cost, AI-powered diagnostic devices directly to primary care doctors in peri-urban and rural clinics, where the availability of common diagnostics is very poor. Our proprietary software integrates all the devices that we distribute and enables the doctor to provide effective patient management. We use technology to bring light to a dark world of healthcare in a similar way technology has leapfrogged landlines, banking and electricity grids.

Summary

As a Pharma Associate, you will be responsible for maintaining operational procedures that are required to run the day to day activities of the Medicines business channel and specifically working to ensure that the client receives what was ordered .

Responsibilities

Work on order validation process and Fulfillment to ensure Ilara customers obtain the desired products

Do a 3 way reconciliation of the Package, delivery note and Sales order.

Receive customer complains on order placed and find solutions to product not delivered

Update and inform Ops team on contract update and payment plan ensuring payment structure is accurately captured in the subscription system

Facilitate the reconciliation of customer accounts.

Maintain inventory records as appropriate and record in the inventory management system

Liaise with existing suppliers to ensure effective reconciliations of order placement and fulfillment.

Collaborate closely with the team members to provide effective solutions to support business and quality objectives.

Qualifications

Pharmacy/Pharm Tech background preferred.

Ability to manage the whole supply chain cycle.

Negotiation skills to craft solutions for our customers and suppliers.

Good time management to prioritize work accordingly.

Collaboratively work with internal departments for customer satisfaction

Who You Are

Ability to understand Medicines/products and healthcare value chain

Willingness to initiate and build relationships

Self-starter who is capable of working autonomously

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