

JOB DESCRIPTION

I – JOB IDENTIFICATION

Unit (<i>enterprise, zone, ...</i>)	Pharma Solutions, NA
Job Title	Temporary Marketing Assistant
Job reference (professional family)	Marketing/Commercial Development
Job Level	9
(If replacement) Precedent Job Holder	Anish Parikh / Andrea Diamond <i>*Temporary replacement.</i>
Direct supervisor	Jeffrey Langa
Forecasted in Spring ? Yes /No	
Effective date for this position	06/09/03 (length of assignment - open)

II – BASIC PURPOSE

Temporary replacement for Anish Parikh. Last day of current temporary employee (Andrea Diamond) will be June 13, 2003.

This position provides day to day support for the Rhodia Pharma Solutions BU3 sales team and Marketing Manager. This includes resolving day-to-day marketing and sales support activities of the business related to customer complaints/tracking and special customer requirements. In addition, this position is responsible for enhancing our sales and customer support systems including the Pharma website, Intranet, Product Data Sheets, Product Dossiers, etc.

Key responsibilities:

Approximate % of time

Customer Complaint Mangement Responsible for insuring timely, accurate and complete processing of customer complaints; monthly WW reporting and participation in SOIP teams.	30%
Customer Requirement Reviews Seek specification approval; maintain centralized CRR log for all special requirements.	20%
Technical Documentation: OVI, BSE/TSE, GMO, etc. statements for customer requests; Import Statistics: Track competitor imports of calcium phosphates.	20%
Special Projects OPTA: send customer samples, track OPTA matrix, provide tech package, collect specs of Aspirin and Aspirin/Starch; Miscellaneous day-to-day including sales support, customer interaction, PDS mgmt, etc.	30%

IV – REQUIRED SKILLS, KNOWLEDGE, AND EXPERIENCES

- Bachelors degree in Science, Marketing, Business Administration
- 3 – 5 years experience at a minimum
- Excellent skills in Excel and Powerpoint. ~~Web site management is a plus.~~
- Excellent interpersonal skills and ability to interact with all levels of personnel within and outside the company.
- Marketing research skills including knowledge of internet searches a plus.
- Proficient skills in decision making/problem solving to meet customer needs. Able to work with minimal supervision and bring outstanding issues to a conclusion.
- Technical background a plus