



## German-speakers with professional medical background wanted for interesting job opportunity abroad

**Location:** Cork, Ireland

**Job Type:** Permanent

**Salary:** Competitive

### **Job Title: Medical Information Analyst - Languages**

Eli Lilly and Company, one of the world's leading pharmaceutical companies, is expanding their Global Business Solutions Centre in Cork, Ireland.. Lilly are setting up an information centre with a brand new multilingual customer service analyst team to provide medical information support to health care providers and patients.

We are looking for candidates who have an educational and or employment background in Nursing, Health Care, Science, Medicine, Pharmacology, Bio-Science, Dentistry, Bio-Nutrition, Chemistry or similar disciplines.

**Required Languages:**

**German / German with Hungarian / Swiss German / Spanish / Spanish with Portuguese / Swedish / Danish / Norwegian / Italian / French / Swiss French / Dutch / Flemish**

### **Overview:**

Morgan McKinley are working exclusively with Lilly, who are expanding their Global Business Solutions Centre. Lilly's Global Business Solutions (GBS) Centre at Cork was established in July 2010 to provide financial shared service such as Order to Cash, Purchase to Pay, General Accounting, and Global Travel and Meeting services. Since then, the scope of GBS Cork has expanded outside of Finance and into other Business Service functions (Customer Meeting Services, Global HR Data Management). The current headcount is circa 250 multi-lingual employees and was awarded CIMA International Shared Service Centre of the Year in 2013 and 2014, with particular credit to Employee Engagement. GBS Cork is currently in the process of setting up a centralised, multi-lingual team to provide Medical Information support to their Affiliates in Europe.

## **Purpose**

The purpose of the Medical Information Analyst is to support Medical Information Services in Europe. This role is an entry level, customer service analyst responsible for professionally responding to medical/pharmaceutical inquiries from HCPs, patients and other customers. The analyst will also be responsible for documenting all customer interactions in the appropriate computer system.

## **Key Responsibilities:**

### **Enquires Management**

- Handling calls requesting product information from healthcare professionals and the general public.
- Answering calls in a courteous, professional manner with predefined answers/resources.
- Handling of queries from patients by providing balanced, accurate and non-promotional information.
- Identification of queries containing either adverse events or product quality complaints and handling these in accordance with the appropriate standard operating procedures.
- Accurate recording of all medical communication transactions into the medical information database. Documentation is to be concise, thorough, and accurate in accordance with Good Documentation Practices.
- Create, Promote and Maintain Operational Excellence
- Maintains and enhances Lilly product and organizational knowledge.
- Supports organizational changes. Demonstrates flexibility in providing coverage and/or availability for the front line via scheduling adjustments for unexpected absences, events, or call volume variances.
- Responds to Crisis/Red Flag calls and refer to Medical Information staff until resolution.
- Participates in internal and external educational opportunities relevant to the Medical Information or customer service environment. Attends or reviews 100% of team meetings annually.

### **Compliance**

- Understand and follow all compliance policies, laws, regulations and The Red Book.
- Integrate compliance into daily activities.

### **Qualifications**

- Bachelor's degree or equivalent related business experience.
- Educational/work background in a health care, medical affairs, clinical development, scientific or medical communications field.
- Knowledge of contact centre or medical information operational experience preferred.
- Excellent active listening skills with effective verbal skills to respond to customers with a rational and empathetic manner.
- Proactive, analytical and pragmatic approach to problem solving.
- Able to work under pressure, juggling short deadlines, multiple priorities and concern for maintaining standards.
- Sound background to understand national health care systems and organizational hierarchies

If you would like to find out more about these exciting opportunities within an innovative and progressive company, contact us in confidence:  
+353 1 665 2222 or [workatlilly@morganmckinley.ie](mailto:workatlilly@morganmckinley.ie).