

Customer Service Rep for Global pharma

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Job Information

Recruiter

[Michael Page](#)

Job ID

1558940

Industry

Contract Research Organization

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 6 million yen

Work Hours

8:45 - 17:45

Refreshed

September 22nd, 2025 14:08

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Provides technical and medical information, and/or performs intake of adverse events/ product complaints with quality customer service. Analyzes and researches inquiries and documents interactions according to organizational, client and regulatory guidelines. The information provided will be given to a level in parallel with the individual's expertise, experience and training.

Client Details

This global leader in clinical research is revolutionizing the way new medicines and treatments reach patients. With a strong commitment to scientific excellence and operational expertise, the company partners with pharmaceutical, biotech, and medical device organizations to accelerate drug development. By leveraging advanced technology, deep industry knowledge, and a vast network of experts, it ensures high-quality, efficient clinical trials across all phases. With a relentless focus on innovation and patient outcomes, this organization plays a critical role in shaping the future of healthcare-bringing life-changing therapies from the lab to the world faster than ever before.

Description

- Responds accurately and professionally to technical and medical information inquiries received via phone, email, internet or mail in reference to pharmaceutical or device products. Processes fulfillments and provides clinical trial information or after-hours on call support.
- Analyzes caller's questions to formulate an accurate and concise response using client-approved resources and records inquiries and interactions in the appropriate databases following organizational, client and regulatory guidelines.
- Identifies, records and triages adverse events and product complaints according to organizational, client and regulatory guidelines and provides additional support (including follow up) as needed.
- Maintains thorough knowledge of project and corporate policies and procedures including client products, SOPs, protocols, GCPs, and applicable regulatory requirements.
- Works closely with internal and external client contacts (up to and including members of client management) to resolve complex inquiries. As needed, researches medical literature and drafts responses for such inquiries.

Job Offer

- **Global Impact:** Work on innovative clinical trials that play a direct role in bringing new therapies to patients around the world.
- **Cutting-Edge Technology:** Gain hands-on experience with advanced technologies and methodologies that are at the forefront of drug development.
- **Collaborative Environment:** Join a diverse team of experts, where interdisciplinary collaboration is not just encouraged but is a fundamental part of everyday work.
- **Career Growth:** Benefit from structured professional development programs and a clear pathway for career advancement within a dynamic, global enterprise.
- **Scientific Excellence:** Engage in rigorous, high-quality research that prioritizes scientific integrity and excellence.
- **Meaningful Work:** Contribute to projects that have a real-world impact on healthcare, enhancing patient outcomes and shaping the future of medicine.
- **Competitive Benefits:** Enjoy a range of attractive benefits designed to support both professional success and personal well-being.

Required Skills

Knowledge, Skills, Abilities

- ✓ Medical knowledge
- ✓ Polite Japanese Customer service skill
- ✓ Proficient computer and keyboarding skills

Preferred

- ✓ Pharmacists or medical representative experience

Company Description

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