

Open position for: **Management and Marketing area**

TITLE: Training in Customer Service and Financial

REF: CRE24-01

Call closes on: May 10, 2024

ACCOUNTABLE TO: Customer Service and Financial

CONTRACT: Training Contract as Customer Service and Financial Assistant at Creatio, University of Barcelona

START DATE: May 20, 2024

DURATION: 1 year (with possible extension)

WORKING HOURS: 37.5

WORK TIMETABLE: 8:30/9:30h – 17:00/18h.

GROSS SALARY: 14832.00 €

Job Summary

The candidate will **become a customer service and financial assistant** to support business and marketing activities at the Management and Marketing Department of Creatio and will manage costumers' requests for the clinical, preclinical and research areas of the center.

Management area of Creatio acts as the backbone axis responsible for **managing and promoting all the activities**. Likewise, **this area defines Creatio's strategy** to position the center nationally and internationally; establishes strategic alliances and looks for new collaborative opportunities, project and/or contracts with public/private entities.

The management area includes the management and marketing department from which the relations with our collaborators and public and private clients are carried out, as well as the communication of the center. It also includes the quality assurance department that deals with compliance with the standards and regulations that apply in the other areas of Creatio. These two departments are complemented by the administration and direction of Creatio.

Main Duties

The main tasks are:

- Meeting with customers, follow-up of the customers and assistance with documentation.
- Coordination of the confidential disclosure agreement (CDA) documents and other associated documentation.
- Management of the internal documentation such as Order of Work (OW) and Task Development Plan (TDP).
- Budget preparation, costumer invoicing/billing management and request.
- Track and monitor signed projects with customers.
- Management of project incidents.
- Attend conferences and events to help promote and attract customers and new business opportunities for Creatio.
- Support in the development and implementation of the business and marketing strategy of Creatio.

Requirements

- Degree in Life Sciences or other fields relevant to the position.
- Knowledge in Business Administration or related field.

- Ability to work independently, as well as work in coordination with other departments and institutions.
- Analytical, planning, and organizational capacity.
- Advanced level of Microsoft Office and Excel.
- Fluent in Catalan, Spanish and English.
- Strong written and oral communications Skills.
- Excellent communication and customer service skills
- Ability to organize effectively, work under pressure with attention to detail, precision, and accuracy.
- High levels of integrity and ability to handle confidential information.
- Organized, methodical, proactive, and motivated.

Expression of interest

Candidates interested in this position should apply following the published instructions:

<http://extractes.fbg.ub.edu/extractes/frameofertes.jsp> (codi: 202400055; Canals Coll, Josep M.- Training Contract as Customer Service and Financial Assistant at Creatio, University of Barcelona)

ABOUT CREATIO

Creatio is the Production and Validation Center of Advanced Therapies at the Faculty of Medicine and Health Science of the University of Barcelona. Our mission is to deliver solutions based on advanced therapies with the goal of increasing the efficiency of the sanitary system and the quality of life of society. Our experienced multidisciplinary team works under high quality standards. We establish strategic alliances with companies, research centers and hospitals to develop new projects and/or products in this innovative medical field.

For more information, please visit: www.ub.edu/creatio