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Job Description

Please fill in this form and save it as described in SOP 000151.

Background information	
Name of employee: <i>(John Doe)</i>	LEO-id:
Revised: <i>(date and version)</i>	07SEP18
Title: <i>(E.g. Specialist, coordinator, project manager, Head of Department etc.)</i>	Sales Support Coordinator
Department name: <i>(e.g. Patient Solutions Thrombosis)</i>	Dermatology
Org. Unit ID (optional): <i>(e.g. 30030281)</i>	N/A
Location: <i>(Country/State/Province/Region or City)</i>	Ontario, Canada
Job type: <i>(e.g. Business Administration & Support, see Pulse for more info, here)</i>	Business Support & Administration
Job Level: <i>(e.g. P3, see Pulse for more info, here)</i>	P1
Immediate manager title: <i>(Reports to e.g. Vice President Sourcing)</i>	National Sales Manager
Business responsibility (if applicable)	
No. of direct reports:	0
Financial magnitude: <i>(Budget owner, P/L, Sales and/or Cost)</i>	0
Authority: <i>(Areas where the position holder is accountable)</i>	n/a
Objectives and tasks	
Overall objective: <i>(Short description of the overall objective of the position - the purpose of the role)</i>	The primary focus of this role is to support the Canadian Dermatology Sales Business Unit in the day to day operations.



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<p>Role and responsibilities: <i>(Short description of the tasks and responsibilities which are key to the role. List in prioritised order)</i></p>	<p>Sales Support</p> <ul style="list-style-type: none">• Responsible for handling all incoming requests for Compassionate Use Program (CUP), within SOP requirements for LEO Canada.• Sample Manager for LEO Canada Dermatology Business Unit. Responsible for ensuring that the entire sample management process is followed by engaging with QA, Procurement, 3PL, Customer Insights Manager, Process Owner, RBMs and Sales Reps in the various identified steps in the process map in a clear and efficient manner.• Responsible for performing regular spot checks on HCP Activities organized by LEO Canada in the HCP approval system per SOP requirements• Responsible for the weekly sales employee mailout for Dermatology. Responsible for ensuring mailroom mailboxes are up to date and organized for easy access/sorting for the Dermatology Business Unit.• Working with Dermatology Specialty Representatives and Regional Business Managers, responsible for the timely and accurate processing of Health Care Organization (HCO) payment requests.• Responsible for the real time and accurate updates to the Dermatology Sales Representative Roster. Ensure all appropriate systems/people are updated with new information, including but not limited to: warehouse, courier systems, mailroom mailboxes, labels for mailing, etc.• Owner for the Derm Rep Zone on SharePoint. Responsible for ensuring Derm Rep Zone is up to date with all accurate information and functions appropriately.• Responsible for the consolidation of Regional Representative budgets; Follow up with Dermatology Specialty Representatives for spend within their specific territory and consolidate for reporting to Regional Business Manager(s) and National Sales Manager.• Create and distribute new hire kits and 90 day planners for all new dermatology field employees. Ensure pre-prepared kits are stocked and are available upon request for hires.• Provide the National Sales Manager with ad hoc administrative and project support as required.• Assist with logistics for meetings and conferences for the Sales Team. Book dinners, hotel rooms for the sales team as directed by the National Sales Manager and Regional Business Manager(s).• With the National Sales Manager/President and Executive Assistant ~ President/Dermatology, assist with the arrangement/coordination of National/Divisional/Regional meetings/conferences as required with external and internal customers including but not limited to: agenda preparation, travel, hotel, catering, audiovisual, etc• Coordinating with external vendor, request STI co-pay cards for Dermatology Specialty Representatives as requested.• Monitor and respond to Dermatology EASE inquiries via external web email database
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	<p>General</p> <ul style="list-style-type: none"> • Ensure compliance with appropriate SOP's, policies and guidelines. • Complete mandatory training in assigned timelines upon hire as well as when new policies, SOP's, guidance are issued. • Participate in personal development and training sessions as required for the position. • Work in a safe manner that does not endanger yourself or co-workers. Report any health or safety concerns (internal and external) in compliance with LEO policy and standard procedures. • Strive to consistently uphold LEO Pharma's core values. • Execute other duties as may be required by Executive team members and other members of LEO Pharma's Management team as training and experience allow.
<p>Key working relationships: <i>(Interface and cooperation with e.g. internal functions or external partners)</i></p>	<p>This position interacts internally with all members of the LEO Canada team. Externally this role interacts with various vendors and guests as well as the general public.</p>
<p>Job specific competencies</p>	
<p>Requirements to e.g.:</p> <ul style="list-style-type: none"> • <i>professional</i> competencies (education, training, experiences) • <i>business insights</i> (knowledge of the business and industry) • <i>behavioural</i> competencies (demonstrated behaviours - see <i>Pulse</i> for more info, here) 	<p>Professional Competencies</p> <ul style="list-style-type: none"> • 1 to 3 years of experience in an administrative support position • Bilingual (English and French) is an asset • College Diploma in Business Administration or equivalent program and/or experience an asset • High standards of ethics and confidentiality to handle sensitive information • Intermediate level computer skills; comfortable working in a windows environment using the Microsoft Office products, specifically the Excel and Word programs • Highly organized with strong attention to detail • Energetic and approachable • Ability to exercise good judgement, show initiative and be proactive • Exceptional written and verbal communication skills • Works well with people at all levels in the company and in all areas <p>Behavioural Competencies</p> <ul style="list-style-type: none"> • Customer Focus • Communicates Effectively • Collaborates • Instills Trust • Action Oriented • Nimble Learning • Courage • Resilient • Adaptable • Flexible



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Working Conditions	<ul style="list-style-type: none">• Normal business office environment• Rare occasions where travel may be required• Ability to arrange furniture for internal meetings
Job description hereby understood and agreed: _____ Employee's signature Date:	The correctness of the job description is hereby confirmed : _____ Manager's signature Date:

Acknowledgement	
<p>LEO Pharma reserves the right to make modifications to this job description as deemed necessary by changing position and business requirements.</p> <p>The job description is a requirement under LEO Pharma's Quality Management System. It does not form part of the employment agreement between the employee and LEO Pharma and cannot be relied on in this respect.</p>	