

We are member of **Dah Chong Hong Holdings Hong Kong**, is an Asia-based integrated market management provider specializing in healthcare. Offering comprehensive commercial and logistics solutions, Four Star partners with the world's leading healthcare companies to distribute pharmaceuticals, medical devices, surgical equipment, diagnostics and OTC products for 500 brands into hospitals, pharmacies and specialty stores in Macau. To cope with our swift business growth, we would like to invite high caliber individual to fill the following positions.

Senior Assistant/ Assistant- Client Services

Responsibilities:

- Support sales team on handing sales orders, quotation, customer enquiries, tender preparation and submission to clients
- Provide logistics & administrative support to the sales team, follow up the general documentary, billing etc.
- Communicate with different departments including sales and warehouse to ensure the orders are delivered in timely manner
- Assist with ad hoc projects and assignments
- Candidates with less experience may be considered for a junior position

Requirements:

- Bachelor's degree holder in Business Administration, or a related field
- Minimum 3 years of experience in client servicing or administrative support
- Experience in handling tender submissions
- Proficient in English, Mandarin, and Cantonese
- Satisfactory communication and coordination skills with a client-centric mindset
- Skilled in Microsoft Office and capable of typing in both English and Chinese
- Positive, collaborative, and service-oriented attitude
- Immediate availability is highly preferred

Sales Representative – Pharmaceuticals

Responsibilities

- Sale and Promote pharmaceutical product and monitor end-to-end production cycle from order creation to products delivery processes
- Provide product details to clients to maximize product or brand penetration through development and execution of sales plan & strategies
- Proactively explore new business opportunities, approach key account customers, dealers, pharmacy and other business partners and maintain good relationship with designated customers
- Work closely with marketing team to improve client satisfaction

Requirements

- Graduate in Science or related disciplines is a advantage
- With sales experience in pharmaceutical industry will be advantage
- Minimum 1 years' proven sales experience within Pharmacy/Key Account or experience in Macau healthcare industry will be advantages.
- Effective selling, negotiation and inter-personal skills
- Good interpersonal skill and Coordination on work
- Able to work under pressure
- Highly proficient in MS Office including Excel & Word
- Proficiency in both written and spoken English & Cantonese
- Candidates with more experience will be considered as Senior Sales Representative

Sales Manager – Pharmaceuticals

Responsibilities:

- Develop business plans and implement related activities like customer events, sales and marketing campaigns, sales presentations necessary to achieve agreed objectives
- Provide Key account/hospital network support, market access support, including referral networks
- Have a deep understanding in the respective area and priority products. Maintain and enhance knowledge of products, product strategy, positioning, key messages, programs, company developments, customers, and competitors
- Achieve agreed contact, coverage and frequency targets through various communication channels
- Ensure customer satisfaction and best in class customer relationship
- Handle enquiries and complaints quickly and professionally and in accordance with company procedures.
- Contribute positively to the sales team through co-operative relationships and collaborative efforts to achieve team and company objectives.
- Provide input into effective use of promotional funds and territory sales forecasting.

Qualifications:

- Degree holder in Pharmacy or science related discipline.
- Minimum 6 years' proven sales experience within Pharmacy industry with at least 3 years' management experience; experience in Macau healthcare industry will be advantages.
- Proficiency in written and spoken English, Cantonese and Mandarin.
- Sensitive to market trend/ practice of pharmaceutical industry.
- Good time management, communication skills and negotiation skills.
- Demonstration of strong team-working, especially in a matrix environment.
- Good Persuasive ability and planning & organizing skills.
- Sales Force management experience is essential.
- Candidate with more experience may be considered as Assistant Manager.

Assistant Manager - Client Services

Role Summary

To supervise a team of client services representatives to ensure client satisfaction with an organization's product or service. It is responsible to direct and control the processing and orders fulfilment, fielding customer inquiries, and resolving customer complaints. And also streamline business operations, provide product training to client services, discuss technical aspects about a product. Besides, to work with logistics, transportation, sales, and other departments for coordination purposes.

Key Responsibilities

- Interact with clients and build relationships with them while ensuring their needs are being met
- Serve as a key service point for major client account
- Oversee a team of customer service assistants and ensure they are providing exceptional client experience
- Mastermind creative ways to deliver an exceptional client experience
- Develop and oversee the implementation of client service protocols
- Resolve complex client problems or disputes in a professional manner
- Coach and support team members to help them meet departmental goals
- Keep records and documentation of client interactions for training purposes

- Create monthly and quarterly departmental reports to determine whether KPIs are being met and where there is room for improvement
- Prepare statistical reports and performance summaries for management review
- Liaise and coordinate with different internal departments on resolving customer's cases and complaints in a logical and professional manner
- Perform ad hoc project as required.

Qualifications

- Degree holder in business related discipline
- Minimum 5 years relevant experience in customer service and over 3 years in managerial role of call center function
- Customer service oriented and good problem/complaint handling skills
- Relevant experience in the Healthcare / Pharmaceutical industry is preferred
- Strong knowledge on ERP system is an asset
- Fluent in Cantonese, English and Putonghua

Assistant – Client Management

Role Summary

The role provides administrative and client support across service delivery, claims processing, reporting, and training coordination. Collaborate with HR on onboarding, engagement initiatives, and policy communications to ensure smooth daily operations.

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Key Responsibilities

- Provide administrative support to internal and external clients to ensure smooth delivery
- Verify and process clients' claims in accordance with established procedures
- Assist clients in preparing and submitting monthly reports on schedule
- Consolidate client sales orders for timely processing
- Support training coordination including scheduling, materials preparation, logistic arrangement and maintaining accurate documentation
- Collaborate with HR to coordinate company brand-building programs and employee engagement initiatives
- Coordinate with HR for onboarding sessions for new staff, including scheduling, materials preparation, and basic orientation support
- Conduct briefings to communicate updates on company policies and procedures

Qualifications

- Bachelor's degree holder in Business Administration, Human Resources, or a related field
- Minimum 1 year of experience in client servicing or administrative support
- Proficient in English, Mandarin, and Cantonese
- Satisfactory communication and coordination skills with a client-centric mindset
- Skilled in Microsoft Office and capable of typing in both English and Chinese
- Positive, collaborative, and service-oriented attitude
- Immediate availability is highly preferred

Accounting Clerk (Receivable)

Responsibilities:

- Responsible for daily accounting operations including account receivable invoice filing & system data input
- Perform routine accounting works include voucher entry and banks reconciliation
- Perform match and check Principal's documents approvals before processing the payment settlement
- Responsible for preparing monthly customer's statements
- Assist in month-end closing & audit working
- Able to work independently ;
- Undertake ad hoc duties as assigned
- Immediately available or short notice is highly preferred.

Requirements:

- Diploma in Finance / Accounting is an advantage
- Minimum 1 years of relevant experience, with accounting experience is preferred
- Proficiency in MS Office with knowledge
- Good in written and spoken English and Chinese

Junior Business Analyst / Application Support

初級業務分析師 / 應用系統支援

Responsibilities

- Analyze and document new business requirements and identify problem areas of systems
- Perform UAT before system enhancement or new application implementation
- Provide end-user training on a regular basis
- Provide day-to-day support on business applications
- Liaise with internal IT teams to resolve issues related to above
- Perform ad hoc project assigned

Requirements

- Degree holder in Computer Science / Information Technology or related disciplines
- Familiar with Distribution and Finance business process is an added advantage
- Experience in Oracle ERP / BI tools like Hyperion/EPM11 is preferable
- A good team player with outgoing, presentable, aggressive and highly self-motivated characteristics
- Fast learner with ability to work under pressure
- Responsible, initiative, proactive and able to work independently
- Proficiency in both written and spoken English, Cantonese and Mandarin

職責

- 分析並記錄新的業務需求，識別系統中的問題區域
- 在系統升級或新應用實施前執行用戶驗收測試（UAT）
- 定期提供終端用戶培訓
- 提供業務應用的日常支援
- 與內部 IT 團隊協調解決相關問題
- 執行指派的其他臨時項目

要求

- 計算機科學 / 信息技術或相關學科的學位持有者
- 熟悉分銷和財務業務流程者優先考慮
- 熟悉 SQL 語言
- 有 Oracle ERP / BI 工具（如 Hyperion/EPM11）經驗者優先
- 良好的團隊合作精神，性格外向、形象佳、積極進取且高度自我激勵
- 學習能力強，能在壓力下工作
- 負責任、主動、積極並能獨立工作
- 精通英語、粵語和普通話的書寫和口語

申請方式 Application:

We offer attractive package to the right candidates including discretionary bonus, pension fund, medical benefit, and life insurance. 我們為合適的候選人提供有吸引力的套餐，包括酌情花紅、養老基金、醫療福利和人壽保險。

Interested parties please send full resume with **recent photo** and **expected salary** to recruitment@fourstar.com.mo or call [2876 1122](tel:28761122) for details. 有意者請將完整簡歷連同近照及期望薪資發送至 recruitment@fourstar.com.mo 或致電 2876 1122 了解詳情。

Personal data collected will be used for recruitment related purposes only
申請人所提供之個人資料絕對保密及只作招聘用途

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