

Customer Support Specialist (m/w/d)

KD Pharma Group is a medium-sized, internationally active company with headquarters in Bexbach, Saarland, Germany, and specialized in the manufacture of customised products that meet the diverse needs of the global market. KD Pharma Group is one of the few companies in the world that offers concentrates with a purity of up to 99.5 %. This is achieved by focusing solely on research and technology development for omega-3 fatty acids. This enables KD Pharma Group to provide tailor-made solutions that enable each customer to differentiate itself from its competitors in the global marketplace.

To strengthen our team, we are looking for a Customer Support Specialist (m/f/d) with immediate effect.

Your tasks:

- Coordination of all ongoing service requests as well as order processing.
- Close cooperation with the sales department, e.g. processing new product enquiries, preparing quotations, advance sales planning
- Conducting meetings or correspondence with customers
- Developing feedback or complaint procedures for customers
- Coordinating activities with internal departments from sales, production, etc. to ensure customer needs are met
- Identify, manage and execute projects to improve processes and customer satisfaction

Your qualifications:

- Degree in business administration or similar.
- At least 3 years of experience in a B2B customer care management environment combined with a good understanding of the pharmaceutical and/or nutritional supplements industry
- Ability to work independently and systematically
- Willingness to work with a variety of clients to develop ideas for client management improvements
- Very good communication skills
- Profound knowledge of MS Office
- Fluent in English and German, knowledge of other languages is an advantage

Your Benefits:

- A varied, versatile and challenging position with a high level of personal responsibility. Your induction will take place "on the job" in a committed and competent team.
- Individual career and development opportunities in an internationally active company
- Flexible working hours
- Attractive remuneration with additional benefits such as Christmas and holiday pay
- Company pension scheme

Place of work: Bexbach

Start of employment: immediately

working hours: Full-time

Please send your application to:

Contact person: Ms Alla Hembuch

E-mail: hr@kd-pharma.com