



careers@ndieurope.com

Be Different. Be Better.

Customer Experience Specialist (w/m/d)



Professionelles Onboarding



Gute Work-Life-Balance



Mobiles Arbeiten

FRAGEN?

07732 82 34 - 144

www.ndieurope.com



Innovation in therapy and diagnosis - that is what we are committed to.

INSIDE

Leading medical technology companies worldwide rely on our 3D tracking technology – we have been the global market leader in this field for over 20 years. Our expertise as an innovative high-tech company for the realization of modern, digital solutions in medical application fields is a central component of our success.

People work for NDI at four locations worldwide. The cultural diversity in our globally active company and the demands of the high-tech medical industry make for a stimulating work environment. The knowledge, enthusiasm and experience of our employees are essential to our success. And everyone knows everyone by name – including our colleagues in Canada, the USA and Hong Kong. We trust each other, are honest with each other and can celebrate with each other. And we do it across hierarchies – that's what makes work fun!

TASKS

Do you enjoy customer contact, like to set priorities and always keep an overview?
Then you've come to the right place, and we look forward to getting to know you!
Your tasks:

- Actively contacting and supporting hospitals in Germany and Switzerland in the area of sterile products
- Telephone communication with buyers as well as preparation and follow-up of quotations
- Creation of order confirmations, invoices, credit notes and processing of complaints
- Coordinating delivery dates with Procurement and Logistics and monitoring delivery reliability
- Creation and maintenance of customer data in the ERP system
- Management assistance, including organizational and administrative support

PROFILE

- Completed commercial training
- Very good language skills in German and English
- Experience with Office and ERP applications
- High flexibility and enjoyment of varied tasks
- Strong communication skills, organizational skills and customer orientation
- Strong interpersonal skills and excellent verbal and written communication skills
- Structured way of working and the ability to operate successfully in two areas