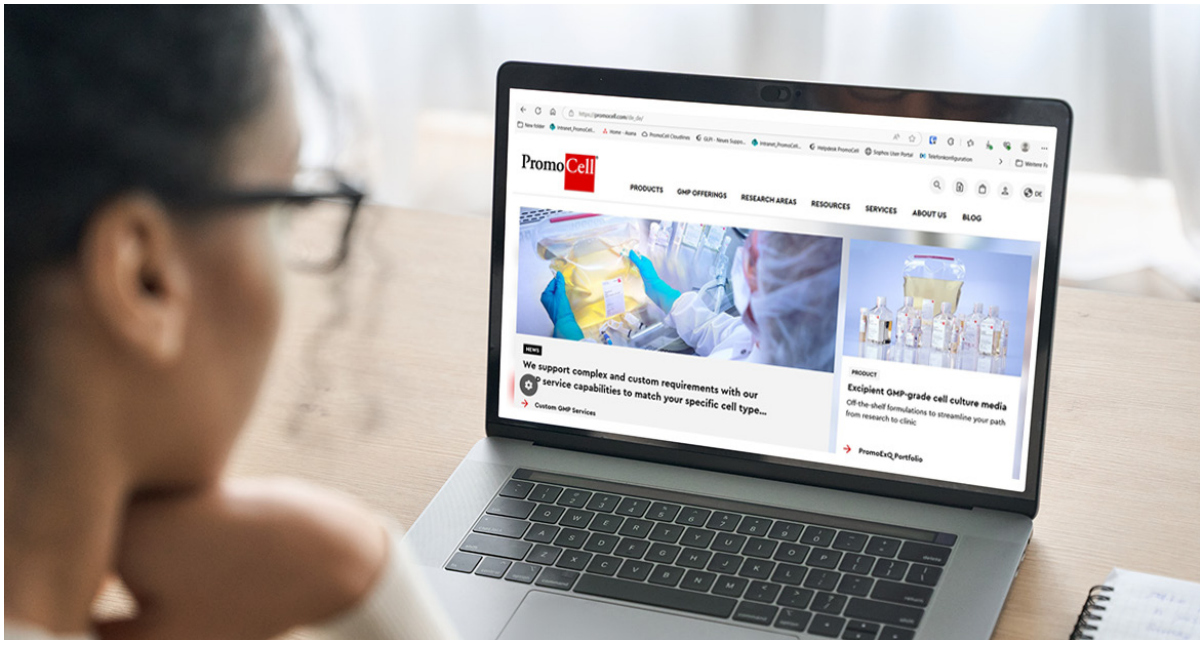
We're hiring!



Who We Are

PromoCell is the leading European manufacturer of human cell culture products. Scientists around the world use our products in biomedical research. We are a passionate team of professionals, united by a shared vision to make a valuable contribution to research, therapy, and healing, and to secure PromoCell's successful future. As one of the most attractive mid-sized employers in Germany, we have received multiple awards (TopJob Award & Kununu Top Company).

To learn more about us, visit www.promocell.com

To strengthen our Customer Service Team in Heidelberg, we are looking for a dedicated

Customer Service Specialist (m/w/d)

In this role, you will be responsible for providing professional support to national and international customers of our innovative life sciences company. You will ensure smooth order processing, serve as the central point of contact between customers and internal departments, and help ensure that our products and solutions advance science and research.

In addition, we offer you the opportunity to actively contribute to the further development of our processes, systems, and digital solutions. As part of our ongoing ERP and digitalization initiatives, you'll gain insights into the entire order-to-cash process and can actively help shape the future of our order processing.

The position is a fixed-term contract for 18 months. Initially, you will work primarily within existing processes and systems. At the same time, you will actively support the preparation, testing, and stabilization of our future digital workflows. Provided you demonstrate the appropriate personal and professional qualifications and the role evolves accordingly, employment beyond the fixed term is generally possible; however, we cannot make a binding commitment at this time.

Your tasks

- Independently managing national and international customer orders
- Responsibility for the operational processing of orders from order receipt through invoicing
- Serving as a knowledgeable and solution-oriented point of contact for customers regarding questions about orders, deliveries, shipping processes, and complaints
- Preparation and review of export-related documents
- Coordination and close collaboration with internal departments—particularly Sales, Logistics, Quality Management, and Finance—as well as with external service providers
- Resolution of discrepancies and special cases within order processes
- Active participation in the improvement of processes, systems, and interfaces

Your profile

- Completed business apprenticeship, college degree, or comparable qualification, preferably with a focus on logistics or supply chain management
- Several years of experience in customer service, exports, inside sales, or order processing
- Motivated young professionals with initial relevant practical experience are also expressly welcome
- Proficiency in MS Office and ERP systems
- Fluency in German and good English skills
- Strong customer and service orientation
- Reliability, a strong understanding of processes, and a structured, solution-oriented approach to work
- Team spirit and a passion for cross-functional collaboration
- A definite plus, but not a requirement: interest in automation and AI, or experience with digital customer processes or EDI

What we offer

- An open corporate culture with quick decision-making, flat hierarchies, and room to contribute your own ideas
- You can expect a structured onboarding process, a team-oriented, international work environment, and regular employee events
- You'll collaborate on exciting ERP and digital transformation projects and have opportunities for professional growth within the context of a modern order-to-cash process
- You'll receive competitive compensation and 30 days of annual leave based on a 39-hour workweek
- You'll have flexible working hours with the option to work remotely up to 2 days per week
- We'll contribute to your company pension plan and job ticket upon request

Apply now

Interested? Then apply now by email at career@promocell.com including your resume, relevant certificates, and your salary expectations. Your HR contact for this position is Susanne Raufelder. We look forward to getting to know you!

Note: We conduct this recruitment process exclusively on our own and ask recruitment agencies to refrain from contacting us or sending candidate profiles. Profiles sent without prior written agreement will not be recognized by us as a recruitment offer, nor will they give rise to any claim for compensation or other payments.

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