

We're hiring!

Biologist as Technical Customer Service (m/f/d)

We are seeking a Biologist as Technical Customer Service (m/f/d). As part of the sales-supporting internal service team you shall provide technical customer service for the cell culture product range by contacting our distributors via phone or e-mail, and providing scientific and technical advice, from Heidelberg.

Your tasks

- Technical and general customer service
- Provide product and application advice to distribution partners
- Complaint processing/evaluation/recommending solutions
- Assist with preparation of information (technical) for offers and sales talks with distributors
- Follow up, care for customer contacts and leads
- Provide general support for distributors, maintain our data base, and conduct own projects
- Conducting product and application training for both distributors and their customers
- Supporting the marketing activities of the distributors with specialist knowledge for the creation of product information and other marketing materials
- Statistical recording of complaint and inquiry activities in CRM

Your profile

- Completed studies in Biology
- German and English fluent in word and writing
- Cell culture experience, ideally primary cell culture
- Knowledge of cell biology methods
- Customer-oriented thinking and acting

Our offer

- Flexible work opportunities
- Attractive compensation
- Opportunities for further training
- 30 days of vacation per year
- Strong mutual support and good working atmosphere
- Company pension plan

Who we are

PromoCell is the leading European manufacturer of human cell culture and cell biology products, and we've been named one of the most attractive medium-sized companies to work for in Germany. So there's never been a better time to join our team. To know more about us visit www.promocell.com

How to apply

To apply for the Technical Customer Service (m/f/d) position, please send a copy of your CV and a short cover letter to Mr. Dr. Kevin Dunn at career@promocell.com. We will aim to get back to you as soon as possible, thank you for your application