

We're hiring!

Shipping Coordinator/Customer Service Agent (m/f/d)

We are seeking a Shipping Coordinator/Customer Service Agent (m/f/d). As part of our US-Team you will work closely with our technical customer support team in the US and ordering department in Germany. You will be the main contact for incoming calls and assist our customers with their requests, providing information on pricing, shipping and invoicing. Please note that this position is based in the US.

Your tasks

- Answer incoming calls and assist customers with pricing, availability, shipping and invoicing requests
- International shipment tracking and proactive troubleshooting in case of delays
- Follow up on inquiries and orders
- Work closely with technical customer support team in the US and ordering department in Germany
- Support accounts receivable team in Germany
- Other duties as assigned

Your profile

- 2+ years of customer service experience
- Two year college degree
- Excellent telephone manner and communication skills
- Team player as well as a strong independent worker
- Experience with ERP system (Microsoft Dynamics NAV/BC14) preferred
- Previous logistics experience, experience shipping internationally preferred

Our offer

- Position is home-based using equipment provided by company
- Requires access to high speed internet (paid for by company)
- Working hours: 8 AM – 5 PM EST Monday-Friday

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 Shipping Coordinator/Customer Service Agent (m/f/d) position, please send a copy of your CV and a short cover letter to Mr. Dennis Noack at career@promocell.com. We will aim to get back to you as soon as possible, thank you for your application.