

## Customer Service Admin, German-speaking

Ecublens, 60-100%, starting ideally in January 2025

### Grow with us!

Do you want to experience the international growth of a sales and service team from within? Do you enjoy serving customers and thrive at facilitating sales by coordinating information between our customers and our company? Come join bNovate as a Customer Service Admin. Your mission is to ensure that every customer who wants to buy from bNovate receives their order and is correctly billed for it.

We are expanding our direct sales in Europe and developing our distributor network globally.

### YOUR TASKS

- Work with sales and service people to create quotes and service contracts.
- Handle customer purchase orders, ensuring all order information is correct.
- Contact customers by telephone or e-mail to answer questions or follow up on orders.
- Coordinate fulfilment with the supply chain team.
- Organise shipments and customs declarations for Europe, North America, and the Middle East.
- Manage service and repair cases with the service team and organise shipping and invoicing accordingly.
- Manage customer service contracts.
- Coordinate booking demonstration instruments for hire/loan/trade fairs and organise shipping and invoicing accordingly.

### YOUR PROFILE

- Fluent in German and English, French appreciated.
- Professional experience in a sales or customer service back-office.
- Practical experience with CRM and ERP software.
- Empathy and attentive listening, dedication to service excellence.
- Ability to prioritise tasks and work under pressure.
- Team player with a high level of dedication and autonomy.
- Comfortable with the short and strict deadlines inherent in processing customer orders.
- Valid Swiss work permit.

### WHAT WE OFFER

- An innovative, high-potential environment in a field of public interest.
- Interesting, stimulating and varied work in a dynamic, friendly and enthusiastic team at the cutting edge of progress.
- A high degree of autonomy in your day-to-day work.

Please apply online at [bnovate.com/jobs](https://www.bnovate.com/jobs) with documents in PDF format, including a CV and cover letter. Applications through other channels will not be processed.

### ABOUT US

bNovate Technologies SA, a multi-award-winning company, is a game-changing leader in the monitoring and analysis of water. It propels industrial microbiology into the digital age with rapid, automated solutions for the global water, food & beverage, pharmaceutical, and cosmetics industries. Powered by proprietary technology, our solutions deliver high-value microbial water quality data for efficient, sustainable water management. Trusted by water professionals across Europe, bNovate is rapidly expanding worldwide. Our vision and passion is to provide new solutions to assure **SAFE WATER. ANYTIME. ANYWHERE.**