

Selectchemie AG, Zurich, Switzerland
Work place: Istanbul

Customer Service Associate Pharma (100%) (with German)

About Selectchemie AG

Selectchemie is an independent Swiss company serving the pharmaceutical and nutrition industry since 1969 as a premier supplier of high quality ingredients and generic finished dosage forms. As a full-service provider we create added value by offering comprehensive technical, scientific, regulatory and commercial support all along the value chain. Worldwide, our 120 experienced professionals with commercial and scientific background, based at the headquarters in Zurich, Switzerland and locations in 18 countries, provide customers, principals and suppliers with solutions tailored to their needs.

Join our Supply Chain Pharma team

We offer a broad product portfolio of APIs & excipients and are an established hub for customers sourcing high-quality bulk raw material as well as for renowned manufacturers who benefit from our broad customer base in various markets. We are continuously expanding our global network as well as our services. As Customer Service Associate you will be part of a small and committed team. We consider ourselves as a sparring partner for our customers and suppliers.

Your tasks and responsibilities

- Being the first point of contact for customer inquiries with regards to documentation
- Processing and organizing information and documentation (requesting, archiving and managing various documents and forwarding them to customers and suppliers)
- Handling the order entry process as well as monitoring of on-time deliveries
- Customer and vendor master data entry and maintenance
- Supporting in administrative and regulatory matters, e.g. in the provision or processing of Quality and Supply Agreements for our customers and suppliers, the organization of audits as well as the preparation of statistical data.
- Acting as an engaging partner externally with our customers and suppliers as well as internally, as an interface between sales, field offices, logistics and the quality department.

Your profile

- Commercial Degree or Pharmaceutical Degree (i.e. pharmaceutical assistant)
- At least 3 years of experience in a similar position in a fast paced environment (Customer Service, Order Management or Logistics)
- Experience with MS Office, ERP systems and general IT affinity
- Strong communication skills and customer orientated mind-set
- Agile and independent approach to work with a "can-do" attitude
- Proactive, assertive and dynamic personality
- Excellent organizational skills with strong attention to detail
- Languages: English (fluent), German (fluent) and Turkish (fluent) is a must, any other language is considered a big asset.

What's in for you?

- Entrepreneurial position in a dynamic globally acting team
- Your input is key and you're part of creating our future success
- Close cooperation with colleagues across the entire hierarchy within Selectchemie
- Short decision processes
- Attractive compensation package and part remote working

We are pleased to receive your complete application via:
jobs@selectchemie.com