

## Specialist - Customer Care Center (m/f/d) - ID FM190919

### The Company

Our customer is a manufacturer of primary packaging materials made of tubular glass. Their product range includes glass syringes, bottles and ampoules for the pharmaceutical industry. They are known as a future-oriented partner. Through creativity, motivation and "Can-Do" philosophy, they offer innovative and market-oriented solutions for primary packaging. They rely on state-of-the-art production technologies and employ around 500 people at the location in Bavaria.

Currently, we are looking for a 'Specialist in Customer Care Centre (m/f/d)' for this location.



### Responsibilities

- Independent and responsible customer contact for quality-related inquiries / statements, quality agreements, customer visits with Q topics, etc.
- Further development of the existing system into a quality-related customer care centre
- Proactive customer management including follow-up
- Independent handling of customer complaints (customer contact, task coordination, on-time tracking and report generation)
- Creation of internal evaluations and reports and customer presentations
- Follow-up of Corrective and Preventive Measures (CAPA)
- Close cooperation with the production and sales departments in the area of responsibility

## Requirements

- A successfully completed study and / or comparable vocational training with corresponding further education
- At least 5 years of relevant work experience in a manufacturing company
- Excellent moderation and communication skills, also in an international environment in connection with a willingness to travel
- Very good German and fluent English - spoken and written
- Secure handling of common MS Office applications - ideally experience with ERP systems (for example SAP)
- Knowledge of the current DIN ISO standard 15378 (production of primary packaging materials) as well as the DIN ISO standard 13485 (production of medical devices) are of great advantage
- Experience in the application of project management and lean management methods is desirable

## What we offer

- An attractive salary package with a long-term perspective
- Challenging tasks in innovative and future-oriented fields
- The opportunity to actively contribute to the further growth and success of the company

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