

Customer Service Administrator to Q-linea AB in Uppsala

Do you have a broad experience in Customer Service within Life Science or Healthcare? Are you driven prestige less, and service minded? Are you looking for a position at a company with high ambitions where you can help save lives?

Then you should apply for the position as Customer Service Administrator at Q-linea!

Customer Service Administrator to Customer Care

We are looking for a Customer Service Administrator to our Customer Care department. The department today consists of three employees who work within Q-linea's commercial organization. This year the department plan to grow with more employees. The department is responsible for all customer interactions related to Order Processing, Technical Support and Field Service.

Work description

The Customer Service Administrator is responsible for the order to delivery process to end customers and the sales partner, maintaining and updating pricing and customer master data on the ERP system as well as all non-technical customer enquiries.

- Responsible for setting up purchase orders from direct customers and sales partners on the ERP system, allocate appropriate stock, order confirmations and release orders for pick and pack and delivery.
- Liaise with freight forwarders and courier services on delivery schedules to meet expected customer delivery dates
- Manage non-technical customer enquiries like price information, availability of products, order status, terms and conditions of sales etc.
- Prepare price calculations, specifications and all other necessary information to participate in tenders

ABOUT Q-LINEA

Q-linea AB

is a public-listed diagnostic company focused on developing and delivering solutions to enable healthcare providers to diagnose and treat infectious disease in the shortest possible time. Our vision is to help save lives by, as an innovative pioneer, ensuring that antibiotics can be maintained as an effective treatment for future generations. The company was founded in 2008 around technology developed by researchers from the Rudbeck Laboratory at Uppsala University, together with Olink Bioscience AB and Uppsala University's holding company UUAB. Q-linea today consists of a 100+ interdisciplinary and highly motivated team that conducts its operations in modern and well adapted premises in Uppsala Science Park and in Fyrislund.

Who are you?

We are looking for a colleague with positive attitude and very strong communication skills. Able to work both alone and within a team. The work consists of cross-functional collaborations with many people with different competences, which requires that you are convincing and communicative with good social ability.

You have a strong customer service focus with a desire to exceed customer expectations. To be successful in this role, we see that you have good planning and organizational skills to deliver timely results and give accurate answers related to customer service.

Education and experience

Must

- You have at least three years working experience in a customer service role, preferably in Healthcare or Life Science
- You are fluent in Swedish and English, speaking and writing.

Wish

- Proficient with Microsoft Word, Excel, PowerPoint, and Infor M3
- Other European language skills.

As an innovative pioneer, Q-linea helps to save lives by ensuring antibiotics continue to be an effective treatment for future generations.

Employment: Full time

Start of employment: August 2020

Location: Uppsala

Applications

Applications are sent to careers@qlinea.com

Mark your application with: Customer Service Administrator

For questions regarding the position, please contact Anders Brynö
anders.bryno@qlinea.com

The deadline for applications is 19th June 2020.

Selection and interviews may take place on an ongoing basis and the position may be filled before the deadline for applications.

Visit our website to read more about how we handle personal data, click on the link <https://www.qlinea.com/privacy-policy/>.

We look forward to receiving your application!

OUR VALUES

Leading

We aim to be first.

We are passionate about progress and dedicated to achieving it.

Exceed

We exceed expectations.

We go further to ensure quality, completeness and fulfilling customer needs.

Together

We support our Colleagues

We never pass up an opportunity to listen to, help or praise a colleague.

Smart

We promote smart science.

We turn complex into simple by combining applied expertise with tried-and-true.

Enjoyment

We enjoy what we do!

We take pride in our work; we share our achievements; we make time for fun; and