

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Customer Support Specialist (m/f/d)</b>
<b>DEPARTMENT</b>	Sales
<b>REPORTING TO</b>	Supervisor Customer Support
<b>LOCATION</b>	Bexbach, Germany
<b>HOURS OF WORK</b>	40 hours/week
<b>JOB PURPOSE</b>	To serve as the primary point of contact for customers, ensuring effective communication, seamless coordination of service requests, and high customer satisfaction while supporting sales activities and driving continuous process improvements across the organization.

## KEY RESPONSIBILITIES

- Coordination of service requests and technical support for our customers regarding KD Pharma products
- Providing solutions and supporting customers until issues are fully resolved across all communication channels
- Accurate documentation of all customer interactions as well as development of feedback and complaint management processes
- Tactful communication, balancing customer needs with company priorities, and close collaboration with internal teams (Sales, Production, Supply Chain, QA)
- Maintenance of sales overviews and forecasts for key accounts
- Supporting the sales team with quotations, product launches, and database maintenance
- Identification, management, and implementation of projects for the continuous improvement of processes and customer satisfaction

## QUALIFICATIONS & EXPERIENCE

- Experience in B2B customer service is required
- Experience in the pharmaceutical or dietary supplement industry is a plus, but not mandatory
- Structured, motivated, and solution-oriented personality with the ability to work independently
- Ability to work closely with customers and negotiate effectively
- Team player with excellent communication skills and international experience
- Very good knowledge of MS Office and experience working with ERP systems
- Fluent in German and English; additional languages are an advantage

## WHAT WE OFFER

- A varied, diverse, and challenging role with a high level of personal responsibility
- On-the-job training in a committed and competent team
- Individual career and development opportunities in an internationally operating company
- Fair compensation with additional benefits such as Christmas and holiday bonuses

- Company pension scheme
- Free water and coffee
- Employee discounts on company products
- Company events

Join us and help shape the future of customer support at KD Pharma. We look forward to receiving your application, including certificates, at [\*\*hr@kd-pharma.com\*\*](mailto:hr@kd-pharma.com)