

The SYNBONE-Group provides diverse and advance anatomical models for education on surgical procedures to the leading implant manufacturers, education institutes and hospitals in over 70 different countries. The Regional Sales Managers, located in China, India, Europe, and Switzerland, seek to further strategically grow the global market, while being supported by our Headquarter in Switzerland and our site in Malaysia.

The SYNBONE-Group is looking for a highly customer-oriented and motivated individual, with talents in communication as well as organization, and with export knowledge to work at our site in Malaysia.

Order Processing & Sales Services

Principal Duties & Responsibilities

- process customer quotes in collaboration with the sales team for the regions
- take, coordinate, process and control customer orders from order placement to delivery and billing
- competent telephone advice and active support of our international customers
- knowledge in shipping / export / import papers
- turntable function between internal and external units
- correspondence, mailings
- coordinate sample shipping to customers
- purchase of merchandise from suppliers and the site in Malaysia
- general secretarial and administrative tasks
- additional work in the field of marketing is conceivable if it is suitable

Qualifications & Skills requirements

- commercial education or business administration education or professional diploma
 - min. 3 years of experience in sales support and order processing in an worldwide operating company
 - excellent communication skills in English spoken and written, any other language is advantageous
 - strong positive communication ability in- and outside, especially on the telephone
 - proficiency in MS Office, CRM/ERP systems and MS-Dynamics NAV preferred
 - strong organizational skills
 - anatomical/orthopedic expertise preferred
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- highly customer-oriented and excellent service level
 - process customer inquiries independently and reliably
 - passion to offer and coordinate customer projects with sales team, R&D team
 - resilient, flexible and dynamic in thinking and acting
 - open for further tasks / job enrichment
 - team player

Application

Please email your cover letter and CV to: career-my@synbone.com

Hong Gim Koh
HR & Services Manager