



## Customer & Sales Support Specialist (m/f/d)

**metabion** is a globally leading manufacturer of Custom Nucleic Acids renowned for its focus on reliable supplies of consistently high quality products and services. For more than 20 years **metabion** has been successfully translating customer needs and market demands into daily practice while setting industry standards. Academic, government, and commercial scientists in the field of life sciences appreciate **metabion's** "best value" approach. Never compromising on quality while scaling up daily output due the rapidly growing customer base and demands have been and is key to **metabion's** success story being realized by the creative, innovative, ambitious and healthy spirit of its employees and customers.

We are currently searching for a Customer & Sales Support Specialist to join our team at our headquarters, Semmelweisstrasse 3, 82152 Planegg, Germany.

### Customer & Sales Support Specialist's responsibilities include, but are not limited to the following:

- Be the initial point of contact for metabion customers and provide support for customer inquiries via e-mail, chat and phone.
- Handle general issues related to product availability, specifications and use and follow up with customer inquiries timely and eligibly.
- Handle sales processes from validating inquires, preparing quotations, validating and accepting orders to making sure that accepted orders are timely and accurately channeled into production and fulfilled to customer's satisfaction. If need be, coordinate with production and consult with finance & administration.
- Develop client relationships by understanding both short term and long term needs/goals for optimal positioning of metabion's products and services.
- Be aware of metabion's KPIs, specifically to those related to sales, and continuously contribute to increase efficiency of sales processes.
- Deliver solutions and drive revenue growth.

### The ideal candidate brings along

- excellent communication skills (oral and written, German and English) and attention to details.
- pleasure in working directly with customers.
- solution-oriented attitude and mode of practice.
- ability to learn technical information quickly and translate this knowledge into accurate and efficient application during daily work.
- ability to learn new techniques, perform multiple tasks simultaneously, keep accurate records, follow instructions, and comply with company policies.
- strong computer, scientific, and organizational skills.
- ability to work independently and as part of a team.



- self-motivation, adaptability, and a positive attitude.

**Basic Minimum Qualifications:**

- Bachelor's degree in biology, chemistry, or other related life science subjects, or equivalent directly-related experience (two years of directly related industry experience as technical assistant or alike is equivalent to one full-time year of college in related major).
- Professional verbal and written abilities.

**metabion** is committed to providing equal opportunity to all employees and applicants for employment in accordance with all applicable laws, directives, and regulations of Federal, State, and local governing bodies and agencies. We welcome ideas and the changes they bring. We treat each other with dignity and respect.

If you are interested in joining our dedicated, ambitious and friendly team and enjoy competitive wages and superb benefits, please send your application including CV, motivation letter, references, and salary expectation in Word or PDF format via e-mail to **Diana Yulafci** at [careers@metabion.com](mailto:careers@metabion.com)