



ELPRO is a global Swiss manufacturer of innovative solutions for monitoring critical climate data in various supply chain processes serving the pharmaceutical, life science, healthcare and logistics industries. ELPRO employs 200 employees worldwide and owns subsidiaries in Switzerland, Germany, UK, Benelux, USA, Singapore and Hungary. To support our European team, we have an immediate need to fill the following position:

Customer Success Specialist, 80-100% (m/w) – NORDICS

Job responsibilities

- > Processing of new leads
- > Managing assigned smaller customers, including cross-selling and upselling (inside sales)
- > Customer onboarding & customer loyalty
- > Customer support
- > Support sales reps in the offer phase
- > Order handling
- > Maintenance of the CRM system (HubSpot)

Preferred background

- > Basic technical education in electronics, IT or similar
- > Professional experience in Customer Service, Customer Success & Customer Care
- > Further commercial or similar training
- > Good IT skills and familiarity with a CRM system
- > Danish or Swedish as native language, plus very good English skills
- > Knowledge of the pharmaceutical industry is an advantage

Your personality

- > Team player
- > Open minded
- > Positive mental attitude
- > Willing to learn

We offer

- > Helpful and motivated colleagues
- > Friendly working atmosphere
- > Structured onboarding program
- > Independent and accountable work environment
- > Office in Roskilde Denmark

TO APPLY CONTACT:

Gxime Zimeri, Head of Customer Success Europe
gxime.zimeri@elpro.com , T +41 81 552 08 11

ELPRO NORDIC APS

Ledreborg Allé 128G, 4000 Roskilde, Denmark