

IN0151 – Customer Care Manager Western Europe (m/f/d)

INDICAL - Who we are and what we do

At INDICAL, our purpose is to help to prevent and monitor animal diseases as well as antimicrobial resistance through improved diagnostic technologies. We offer immunology and turnkey molecular solutions, including automation. INDICAL is a leader in molecular diagnostics and growing in serology within the animal health space. We cover all aspects from R&D, production and supply chain/logistics to finance, business development, marketing & sales, regulatory affairs and quality control. Directly covering 17 countries, we are represented in over 160 countries and we are a rapidly growing, profitable science-based company.

Our core values are fairness, impact, passion and trust – and the customer is at the center of everything we do. We have a culture which is ambitious, frank and informal, and where everyone's opinions and ideas count. Through a combination of science, short decision-making processes and strategic partnerships, we are driving innovation to improve diagnostics.

We are currently looking for a French (native level) and English-speaking Customer Care Manager.

Job description

The Customer Care Manager is anchored in the Customer Care Team, interfaces with the Logistics, Production and Marketing teams and directly reports to the Sales Director for Western Europe, being part of the sales team. Main responsibilities include:

- Global customer care function with focus on Western Europe and mainly on French-speaking customers, including order entry, shipment tracking including export needs and coordination with distributors and logistics to ensure delivery times meet customers' expectations
- Establishing logistics processes to countries not yet supplied
- Customer support (answering customers by phone and email, first level technical support, etc.)
- Supporting the optimization of the ERP system to speed up order and logistics handling
- Supporting marketing campaigns, customer satisfaction surveys, etc.
- Supporting sales managers on tender applications, quotations and all other admin requirements

Position requirements

Applicants should have at least three years' experience in customer care, logistics management or project management roles and cross-functional roles. Applicants should ideally be proficient in international trade, ERP systems such as Microsoft Dynamics NAV and Salesforce. In addition, they should have experience of working directly with distributors or with customers as part of our Customer Support teams. Tender application experience is a plus, especially on the French market.

Personal requirements

- Strong post-sale relationship management
- Problem solving personality with hands-on mentality
- Entrepreneurial mindset
- Be native or fluent in French and English (German or Spanish is a plus)
- Be organized, self-responsible, team-oriented, meticulous and systematic
- Have positive energy, focus on what needs to get done
- Embrace teamwork with cross-functional teams
- Confident and friendly presence
- Flexibility and creativity, ready to work in a fast-paced, high-growth environment

Job location: Home office in Europe, preferably France, The Netherlands or Germany

Employment type: Regular full-time

Timing: Immediately

Why INDICAL?

- We offer state-of-the-art and family-friendly work environment of a globally growing company.
- Flat hierarchies with short decision-making paths and a corporate culture driven by passion and fairness
- Attractive remuneration package

If this challenge appeals to you and you can offer drive, commitment and enthusiasm, we look forward to hearing from you! Please apply in writing to hr@indical.com quoting the reference number and including your complete application documents as well as your earliest starting date and salary expectations.

INDICAL is an equal opportunity employer and values diversity. We take our employment decisions based on your qualification, merit and our business needs.