



## Customer Service Associate (f/m/d)

### What we are looking for:

Do you thrive in a fast-paced and dynamic environment? If so, we have an exciting opportunity for you! We are a leading Pharma Logistics Company near Frankfurt Airport, providing customized cold chain logistics, warehousing, and customs clearance for the pharmaceutical industry.

We're seeking a highly motivated and customer-oriented individual to join our team as a Customer Service Associate. You will be the primary point of contact for our valued customers. You will play a crucial role in ensuring their satisfaction by providing prompt and effective assistance with their inquiries, orders, and concerns.

### Key Responsibilities:

- › Manage customer inquiries via phone and email.
- › Organize your shipments – from the preparation in the warehouse to booking the dispatch and ensuring smooth routing with international partners.
- › Identify opportunities for process improvements and actively contribute to enhancing the customer experience.
- › Ensure accuracy in documentation, keeping detailed and up-to-date records.
- › Adhere to relevant regulatory standards in pharma logistics and customs procedures.

### Preferred skills and abilities:

- › Customer-oriented mindset with a genuine desire to help and satisfy customers.
- › Fluent in English (both written and verbal) with exceptional communication skills.
- › Committed team player with a hands-on mentality
- › Advanced MS-Office skills
- › Experience in logistics and customs, particularly within the pharmaceutical industry, is highly advantageous.

### What we offer:

- › Challenging tasks and projects combined with a high degree of personal responsibility
- › Permanent employment contract and long-term development prospects
- › Creative freedom, flat hierarchies, and fast decision-making processes
- › Attractive fixed salary

Join our team in Frankfurt and be part of something impactful! Your application is to be sent to [career@logistics4pharma.de](mailto:career@logistics4pharma.de) in PDF format. We are looking forward to meeting you!