



Customer Service Specialist (f/m/d) International Clients

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 Specialist. You will be the primary point of contact for our valued customers and partners. You will play a crucial role in ensuring their satisfaction by providing prompt and effective assistance with their inquiries, orders, and concerns.

Key Responsibilities & Duties

Manage of all operational aspects of transactions with pharmaceutical companies globally and act as the hub between all departments of L4P, logistics providers and the customer:

- › Process incoming purchase orders:
 - Review accuracy and flag any deviations from offer
 - Acknowledge receipt
 - Issue order confirmations
 - Issue customer invoices
 - Coordinate and issue logistics documents
 - Track and support logistics progress;
- › Ask for quotation from logistics companies and file the information;
- › Handle invoices received from suppliers;
- › Evaluate the nature of customer requests/questions and forward to the responsible department when necessary, without delay;



- Coordinate with logistics partners, regional sales managers, regulatory and quality personnel to ensure effective two-way communication to deliver excellent customer service;
- Coordinate on-time preparation and sharing of all relevant documents to address customer needs and ensure documentation is communicated and tracked appropriately (both internally and externally);
- › Document, organize, maintain and file all commercial, logistics and basic regulatory information pertaining to customers and customer transactions across various internal systems;
- › Participate in organizing and attend on pharmaceutical fairs and various meetings with internal/external parties, write meeting minutes as necessary;
- › May visit customers with sales manager(s) in case it is needed

Professional Requirements (Must-have)

- › Outstanding attention to detail / excellent organizational skills
- › Committed team player
- › Good communication skills / flexibility to work across cultures and time zones
- › Business fluency in English and one additional language (e.g. French, German, Spanish, Portuguese). Additional third language is a plus.
- › University degree or equivalent level of experience

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 in PDF format. We are looking forward to meeting you!