

Customer Services Coordinator

Siemens Healthcare EOOD, Sofia

WANTED: Someone who is highly motivated, customer-focused, with strong organization skills and proactive individual to coordinate the Customer Services activities of Siemens Healthcare EOOD.

Our Customer Services Coordinator is the "Face of Siemens Healthcare" to the customers.

WHY SIEMENS HEALTHINEERS?

With 45,000 employees Siemens Healthineers is one of the world's largest suppliers of technology to the healthcare industry and a leader in medical imaging, laboratory diagnostics and healthcare IT. All supported by a comprehensive portfolio of clinical consulting, training, and services available across the globe and tailored to customers' needs. So that more people can have a life that is longer, richer, and more filled with happiness.

THE EXPERIENCE

Previous experience as Office Coordinator or management of people and task planning in the best economical way will be considered as an advantage. Educated to Degree level at Economics or Technical Education like : **Business Administration, Logistic, Biomedical Engineering, IT**, as well as fluency in English.

ESSENTIAL REQUIREMENTS

- Ability to maintain professional conduct when dealing with customers and staff.
- Good interpersonal and written communication skills.
- Strong computer skills including the ability to use Microsoft Word, Excel and Power Point along with a willingness and aptitude to learn new software programs as required.
- Good judgment and decision-making skills.
- Good planning and organizational skills.
- Able to work both individual and in an established team setting.

POSITION ACCOUNTABILITIES AND RESPONSIBILITIES

- Receive all service schedule related phone calls and emails from the customers and respond in a timely manner.
- Assure that the appropriate Service Engineers is dispatched. Communicate with the customer concerning the job status and our ETA.
- Maintain the service schedule in conjunction with the Country Service Head and track open jobs from beginning to end.
- Ensure correct and updated customer database using SAP and other company tools.
- Assist with service parts orders.

- Review work orders from field Service Engineers on a daily basis.
- Based on business need, assists, supports and/or performs other job functions within department or other work area's within scope and ability.
- Responsible for maintaining current technical, interpersonal and communication skills through continuous development.

THE BENEFITS:

Engaging remuneration and compensation package: a quite attractive monthly fixed salary and yearly bonuses, incl. some other benefits as food vouchers, medical and pension insurance.

We provide work – life balance through Company kindergarten (at Siemens building), various sports activities on place (pilates, fitness, sauna).

HOW TO APPLY?

If you are interested in:

Option 1: Don't hesitate to apply at jobs.bg@siemens.com. We are urgently looking for person!

Option 2: Not ready to apply, or have some questions first? Call me at +359 878 11 56 48 – Mariya Petrova before (17.30 p.m.) to discuss in confidence!

Last but not least keep in mind that all documents will be considered strictly confidential!