



ELPRO is a Swiss-based, global solution provider for environmental monitoring for the pharmaceutical, life science, biotech, and healthcare industries. With innovative service models, state-of-the-art data loggers, SaaS platforms including data analytics, and GxP experts to support the system integration into our customers' business processes, we ensure efficiency and compliance throughout their supply chain. Sales and technical support offices are located in Switzerland, USA, Canada, UK, Germany, the Nordics, Benelux, Hungary, Singapore, and Japan. ELPRO is part of the Bosch Group.

To achieve the ambitious objectives of our growing business our colleagues at our location in Chichester are looking for:

Office Manager / Customer Success Specialist

This role encompasses a wide range of administrative, financial, and operational support tasks across business finance, accounting, HR, logistics, purchasing, compliance, and office management. The ideal candidate will be detail-oriented, capable of handling multiple tasks efficiently, and comfortable working across various departments.

You are responsible for:

As a competent and sympathetic contact person, you will take care of the customer's requests independently and offer our customers a professional first contact. You must become knowledgeable on all ELPRO solutions. You will offer technical support and training for our products to our customers. You will help customers with the installation and use of their products and, if necessary, create customer-specific configuration profiles, necessary aids and materials / documentation, which you provide to the customer. You will be responsible for keeping the Online Support Center up to date.

You will also be accountable for the following activities (included but not limited to)

Business Finance & Accounting

- > Submitting monthly returns and manage UK expenses.
- > Handling credit card expense limits, cash claims, and reconciliations.
- > Processing supplier payments, receipts, Buchs invoices, and utility bills.

Payroll, HR & Pensions

- > Processing out-of-hours weekend pay applications.
- > Updating pension contribution records.

Purchasing & Supplier Management

- > Raising and processing purchase orders.
- > Verifying delivery notes and processing invoices and payments.

Sales Administration

- > Managing sales order confirmations and delivery notes.
- > Handling intercompany (IC) order processing.

Logistics & Stock Control

- > Co-ordinating shipment and delivery tracking.
- > Overseeing customs clearance and documentation for import/export.

ERP & Systems Maintenance

- > Maintaining ERP records and supporting financial compliance reporting.
- > Postings for Debtor and creditor transactions / bank reconciliations



Office Manager / Customer Success Specialist

Customer Service and Support

- > Managing a high volume of customer and user inquiries by phone, email or online.
- > Supporting customers in their inquiries and concerns, identifying the best support materials and resources and making them available (1st Level Support).
- > Supporting dealers and distribution partners with technical problems and support cases.
- > Responsible for maintaining up to date customer data (Hubspot, eNventa)
- > Supporting project managers or sales team in processing User Requirement Specifications (URS) (CMS).

Customer Onboarding & Customer Loyalty

- > You are the main contact person for customers during the onboarding and commissioning of new ELPRO solutions and work together with other ELPRO teams to ensure successful customer onboarding. (CMS)
- > You train our customers in the target-oriented use of our solutions.

Qualifications

What you definitely have

- > Certified Business Administrator
- > Accounting knowledge as well as accounting and controlling software
- > Excellent communication and interpersonal skills
- > Initiative and the ability to work as part of a team.
- > Experience in Customer Service/Customer Success & Customer Care
- > Windows programs (Word, Excel, PowerPoint, Outlook)
- > Attention to detail and quality focused.
- > Flexible approach.
- > Trustworthy personality.
- > Dutch, French or German speaking skills would be an advantage

We offer you

- > Helpful and motivated colleagues within a friendly working atmosphere
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- > Salary depending on your experience
- > A structured onboarding program including a trip to our head office in Switzerland
- > 25 days holiday – all UK bank holidays
- > Pension contribution scheme

If this sounds like a job for you, we are thrilled to receive your application already today!

Application to

Emily Burgess, Senior HR Advisor
Emily.Burgess@uk.bosch.com

Questions to

Bradley Bevan, Managing Director
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