



ELPRO is a globally active Swiss manufacturer of innovative solutions for monitoring critical climate data in all supply chain processes - especially in the pharmaceutical, healthcare and life science sectors. ELPRO employs 220 people worldwide and has offices in Switzerland, Germany, Great Britain, Hungary, the Benelux countries, Scandinavia, the USA and Singapore. ELPRO has been part of the Bosch Group since 2022.

Our colleagues in the Customer Service area at ELPRO USA location are looking for reinforcements as:

## Customer Success Representative – Marietta, Ohio

### **This is what we offer you**

- Independent and responsible work
- Familial working atmosphere
- Modern workplace, flexible working hours

### **This is what you bring with you**

- Higher technical or commercial education
- Initial experience in customer service and sales
- Interest in or preferably experience in the pharmaceutical industry
- Enthusiasm for technical solutions, processes and project management
- Strong customer and solution orientation combined with excellent communication skills
- Independent, reliable and precise way of working
- General IT affinity in the area of software as well as very good ERP and MS Office knowledge
- Fluent in English, other language skills are an advantage

### **We give you responsibility for this**

- Quickly respond to support tickets/calls from customers
- Manage U.S. support ticket pipeline
- Work with global customer success counterparts in Europe
- Monitor incoming general email queue
- Engage appropriately with field sales representative in a support role with technical product proposals
- Review and maintain customer contact database
- Make process improvement suggestions
- Issues replacement units and RMA

### **Application to**

Cindy Arnold, HR Consultant

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740-350-2682

**ELPRO USA**

**we prove it.**

[elpro.com](http://www.elpro.com)