

Our client is an **innovative medical device company**. The company develops and manufactures a breakthrough solution that improves **patient care**.

The company commercializes its devices in **Europe, US and Asia** and through a strong network of hospitals and distributors.

To ensure the growth of our client, we are looking for a:

Logistic & Customer Service Coordinator (M/F)

RESPONSIBILITIES

As a Logistic & Customer Service Coordinator, you will act as the vital link between our customers, carriers, suppliers, and internal teams, ensuring smooth and efficient communication and coordination.

Your main responsibilities are:

Logistic Management

- Manage **international** transportation logistics, ensuring compliance with Incoterms, global trade regulations and product requirements
- Build and maintain a robust network of transporters, focusing on import-export operations **worldwide** (Europe, Asia, Australia and the USA).
- Oversee the preparation and management of letters of credit, ensuring accuracy and compliance with banking and trade requirements.

Customer Service

- Handle the end-to-end customer service process, addressing customer inquiries, complaints, and order tracking.
- Coordinate internal and external **order management processes**, including document preparation and internal team collaboration.
- Ensure timely schedules for client orders.
- Maintain accurate and up-to-date records of all transactions and communications.
- Handle and resolve any issues, questions, or concerns raised by stakeholders.

Operational Coordination

- Consolidate **requirements** for goods and services, ensuring efficient and timely order fulfillment.

- Collaborate with internal teams to prepare and submit responses to tender requests and RFPs (Requests for Proposals).
- Responsible for maintaining up-to-date inventory records
- Responsible for the **daily operations** with our selected 3PL's in the US.

PROFILE

- You have a Bachelor's degree in business management, **Logistics**, or a similar field.
- You demonstrate At least **5 years of experience** in a Customer Service role with a strong expertise in international logistics.
- You are fluent in French, **English** and **German**.
- You possess strong communication and interpersonal skills.
- You demonstrate a solutions-oriented mindset and a "**think and do**" mentality.
- You excel in customer service skills and organizational skills.

OFFER

- A role that directly contributes to the improvement of global **healthcare** outcomes.
- Opportunities for professional growth and development.
- A dynamic and **collaborative** work environment.
- A full time or part time job (4/5) with competitive salary package.

INTERESTED ?

Please send your CV together with an adapted cover letter via to recruitment@pahrtners.be.

YOUR APPLICATION AND
RELATED INFORMATION WILL REMAIN
STRICTLY CONFIDENTIAL.