



FKG Dentaire Sàrl is at the forefront in the development, manufacturing and distribution of high precision dental products for dentists, endodontists and laboratories.

To complete our Customer Service team, we are looking for a

Customer Service Specialist

Your responsibilities :

- Develop and maintain strong customer relationships to build loyalty and trust.
- Segment customers based on their specific needs to provide customized solutions and service levels.
- Process customer quotes/orders, ensuring accuracy of product selection, pricing, and delivery details.
- Identify opportunities to up-sell or cross-sell products/services to existing customers.
- Verify that ordered products are in stock and available for shipment.
- Ensure customer payments are processed and recorded accurately.
- Coordinate with other departments to ensure timely order fulfillment.
- Generate and send order/quotation confirmations to customers.
- Generate shipping documents (invoice, packing list, certificate of origin, customs documents, etc.) and act as a direct replacement for the import/export customer service specialist.
- Handle customer complaints, concerns or issues in a professional and effective manner.
- Provide prompt responses and assistance, respecting the customer's time and urgency.
- Identify and recommend improvements to customer service processes to increase efficiency and effectiveness.
- Monitor and report on customer feedback.
- Provide product knowledge.
- Prepare periodic reports summarizing customer interactions, feedback, and problem resolution.
- Maintain customer records.

Your profile :

- High school diploma or equivalent
- Previous experience in customer service or related field is a plus
- Online/CRM ordering experience
- Proficiency in using customer service software and import/export systems
- Strong communication and interpersonal skills
- Fluent in French and in English
- Attention to detail and ability to manage complex documentation
- Problem-solving and conflict resolution skills

Have we sparked your interest and motivation to join a young and dynamic team in a fast-growing company? Then we are looking forward to receiving your application at: rh@fkg.ch.