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## Expert Consultant – Customer Relations Department

### - JOB DESCRIPTION -

**Title:** Expert Consultant

**Department:** Customer Relations Department

**Directly Reports to:** C.O.O.

**Company Profile:** Obelis s.a is a quality driven, service oriented company, with over 27 years of experience in EU Regulations. Providing consultancies on medical devices, cosmetics and other consumer goods - we believe in making manufacturers better through compliance and making safe products available on the market.

**Company vision:** We create compliance for safer markets

**Objective:** To contribute to the smooth operation of the Customer Relations department as well as support the department's and team's performance, KPIs and daily activity.

#### **Main Duties:**

1. Provide professional, high level and smooth client service;
2. Perform various work associated with the Customer Relations department (activate and follow-up client accounts, follow-up on client order forms, reply and resolve customers complaints, proactively identify customer needs, monitor and analyse customer feedback, ensure SLAs and customer satisfaction) at the highest level;
3. Follow-up on tasks assigned to him as well as coordinate tasks assigned to a small team (more than 5);
4. Ensure relevant business research on new market opportunities;
5. Support the development and design of a new method, system and resource;
6. Support preparations for Management & Board Meetings;
7. Assistance to Managers, Department Managers and/or Unit Directors;
8. Provide internal trainings on department related matters;
9. Contribute to online and offline publications;
10. Contribute to the implementation of ISO 9001:2008 and ISO 13485:2003;
11. Participate to Obelis events;

#### **Requirements**

##### **Education**

- MA degree in Business Management, Sales, Marketing, European Law, Economics, Quality Management Systems or similar.

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## Experience

- 4-6 years professional experience as a Customer Relations/Customer Service Representative.
- Previous professional experience in EU affairs – an advantage.
- Familiarity with Cosmetics and/or Medical Devices is considered an asset.

## Language(s)

- Fluency in English (written & oral) ;
- Fluency in French ( written & oral) – an advantage

## Computer Skills

- Proficiency at Microsoft word, Excel, PowerPoint, Outlook
- Familiarity with CRM systems

## Desired skills & Competencies

- Customer and solution oriented.
- Excellent communications, negotiation and presentation skills.
- Problem solving and analytical skills
- Ability to study, absorb & analyse information;
- Ability to prioritize, coordinate and manage tasks;
- High adaptability, flexibility and dedication supported by a positive 'can-do' attitude;
- Excellent time-management skills;
- Ability to assume responsibilities;
- Ability to structure workflow within a team;
- Ability to take own initiatives;
- Ability to motivate team members;
- Be able to and willing to travel in / out of the European Union;

## How To Apply:

Please send your CV **in English**, attached to a short motivational letter outlining your suitability for this position, to the following e-mail address: [career@obelis.net](mailto:career@obelis.net) including 'Customer Relations Expert Consultant' in the subject.

## **Early application is recommended.**

*Every CV will be carefully reviewed, however due to volume of applications only successful candidates will be contacted.*

*Obelis is an equal opportunities employer and supports workforce diversity.*