

Are you aware of the importance of people feeling good with themselves? Sky Clinic helps them to feel that way, to be seen the way they always wanted.

Our international company offers medical and cosmetical treatments for every customer need, innovative and individual depending on what they would like to achieve.

Sky Clinic has its own clinics for hair transplantation and aesthetical surgery in Poland and Ukraine. We are also present in Germany and Switzerland with 18 Hair Clinics, you find our shops in almost every big city in Germany and Switzerland. We aim to offer an extraordinary customer service, a one our customers can rely on.

We want YOU to help us to keep on achieving our business goals and to play a key role for the successful development of the new business strategy in Germany and Switzerland from our Head Quarters in **Madrid (Spain)** as:

Customer Service Agent Germany (m/w/d)

As customer service Agent, in cooperation with the Director of the technical (hair systems) Department and reporting directly to him, you will have the following:

Roles and responsibilities

- Contact person for the suppliers of the Department in support of daily operations (technical field and procurement)
- Administrative and linguistic support in the supplier relationship (translation of documents)
- Support in the exchange of communication with the suppliers (invoices, reports, brochure, etc.)
- Contact with our own clinics in Germany and Switzerland in the needs derived from their work
- Feed and care of the Department databases (contacts, documentary file)
- Support to the Quality and Orders Specialist in her functions of processing orders and claims in case of absence

- Management of written complaints from clients in collaboration with the Department and the sales network

Your Profile

- You speak German and English at advanced level (will be tested), preferably with demonstrable use of both languages in your previous working experience
- Fluid handling of Office tools, essential advanced handling of Excel and pivot tables (will be tested)
- Methodical person with the ability to demonstrate initiative and work in multinational teams
- Ability to dialogue at different levels

What do we offer?

- Work in an international environment with people from all over the world!
- Offices located in the center of Madrid (Avda. De América)
- Home Office possibility

Do you want to join our team?

Just send us your application per Email to lourdes.garcia@skyclinic.es and call us if you have any questions! You can reach Lourdes García in the number + 49 174 181 93 16

We are looking forward to welcome you in our Team!