

# ORDER & SHIPPING COORDINATOR



DO YOU WANT TO BE PART OF MOVING LIFE SCIENCE FORWARD?

## ABOUT THE JOB

Svar Life Science AB is now looking for an Order & Shipping Coordinator. The Order & Shipping Coordinator is responsible for providing excellent customer support and service by handling orders, planning shipments and acting on customer requests. The position is based in Malmö and you will be part of a team of 3.

Your job is to work closely with customers to ensure they are satisfied with the service they receive. Building a positive image of our organisation's support during the full sales process is a natural part of the role.

Working as an Order & Shipping Coordinator means administrative work such as order handling, creating of shipping documents and processing of invoices. Daily work with the ERP system and internal cross-functional communication is also an important part of the job.

## Specific Responsibilities

- Responsible for promptly respond to customer inquiries, handle and resolve customer requests and provide excellent customer information & service
- Responsible for order confirmation, invoicing and shipping processes
- Maintain and update customer accounts in the ERP system
- Coordinate with other departments as Internal Sales, Planning, Purchase, Finance, QA and the Warehouse to be able to fulfill orders and customer requests
- National and international shipping, including approvals, permits, declarations and other documentation related to shipping of life science products.

**Location:** The position is based in Malmö as part of a team of 3.

**Last day of application:** 31 October 2020.  
Apply as soon as possible as we are working continuously with the applications.

**For questions:** Please contact Jenny Segerlund, Head of Supply Chain Mail: [jenny.segerlund@svarlifescience.com](mailto:jenny.segerlund@svarlifescience.com)

*Please respect that we are not interested in offers of advertisement or recruitment assistance.*

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## ABOUT YOU

- 2+ years of experience in Customer Support or another client-facing role
- Experience in working with complex, multi-divisional and multi-geographical customers
- Excellent communication abilities & executive presence
- Confident IT user, (MS Office, Outlook)
- Ability to create structure in ambiguous situations and design effective processes
- A keen eye for details is necessary
- A natural problem solver with the ability to multitask and handle difficult interactions
- Experience in identifying customer needs, clarifying their requests and researching different solutions
- Customer focused with the flexibility to manage different personalities
- Experience working with cross-functional teams (e.g. Sales, Accounting, Warehouse)
- Fluent in Swedish and English, both spoken and written

## ABOUT US

Svar Life Science AB facilitates the development of safe and efficient drugs and optimal treatment of patients by providing cutting edge assays. By offering versatile assay solutions to pharma, biotech and CRO customers Svar Life Science AB is an optimal partner in drug development from the exploratory phase to and beyond clinical trials. We also provide clinical labs and physicians with tools to aid in diagnosis, prognosis, monitoring and treatment of inflammatory and related diseases.

Our aim is to constantly improve and expand our offering to contribute to a better patient care. We have a clear focus in providing tailored assay and laboratory solutions supporting the development of new drugs and providing tools for patient diagnosis and monitoring within inflammatory diseases

Svar Life Science's products already contribute to a healthier world. We are committed to continuously increase that contribution by developing innovative clinical solutions.