



About us

FKG Dentaire Sàrl is at the forefront in the development, manufacturing and distribution of high precision dental products for dentists, endodontists and laboratories. Our mission is to make endodontics safe and easy through innovative, high-quality and less invasive solutions. We are committed to develop a culture of performance and talent by promoting equity, loyalty and fidelity.

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/issues and records
- Provide prompt responses and assistance, respecting the customer's time and urgency
- Monitor and report on customer feedback
- Prepare periodic reports summarizing customer interactions, feedback, and problem resolution

Your profile

- Commercial employee CFC or equivalent
- Previous experience in customer service or good customers contact is an advantage
- Proficiency in using software 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

We offer

- A stimulating and dynamic work environment at the cutting edge of industrial automation
- Opportunities for professional development and career advancement
- A collaborative and inclusive corporate culture that values innovation and teamwork

If you recognize yourself in this job description, are dynamic and interested in taking on challenges in a growing company, then we look forward to receiving your full application at : rh@fkg.ch