

## Technical Administrative Coordinator

**Are you ready to make a meaningful difference in a leading pharmaceutical company?**

**Join us, let's empower the health of our patients together.**

Fresenius Kabi is an international healthcare company specialized in life-saving medicines and technologies for infusion, transfusion and clinical nutrition. Our products and services are used in the care of seriously and chronically ill patients.

### Tasks and responsibilities

As Technical Administrative Coordinator, you are the first and main point of contact for our customers (hospitals / blood banks) via phone/mail. You will focus, from the inside office, on the range of Transfusion.

As soon as the customer contacts you, you will identify the customer's demand.

Some possible actions:

- Organize the device return to repair center for our clients
- Liaise internally with repair center for repair follow up and deliver feedback to end customer and sales representative
- Liaise with Field service engineer(s) to organize maintenance for the device(s)
- Manage functional check for demo device and manage use of demo device products
- Administrative follow up of the INS technical training for our customers

Besides the technical questions, you process the customer's request in SAP and ensure a correct follow-up of the repair/maintenance and its invoicing.

On top of these topics, you watch over the stock of spare parts and ensure timely reorders.

You are also responsible for the good working of the Technical Service in general, in close collaboration with the Technical Service Assistant and Field Service Engineers.

### Profile

- Bachelor's degree or equivalent experience
- Technical affinity to identify the need of the client
- Affinity with IT is an asset as our devices are software driven
- Strong communication skills (written + oral) in Dutch / French / English.
- You work accurately in an ERP system (Preferably SAP)
- Strong with Office 365

### Offer

- People-oriented organization in an international structure with the motto "Caring For Life"
- Organization committed to personal development of each employee. You are in the lead of your own development.
- Strong focus on diversity & inclusion

Furthermore:

- Fresenius Kabi offers you a contract of definite duration (6 months). Moreover, you will receive a competitive salary package (meal vouchers, eco vouchers, group and hospitalization insurance and 34 vacation days/year)

### Application

Are you eager to start in your new position? Then apply via [bene.humanresources@fresenius-kabi.com](mailto:bene.humanresources@fresenius-kabi.com).

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