



Providing Sterilisation & Laboratory Services for the World's Most Innovative Healthcare Companies.

www.medistri.com

An Opportunity to Join Medistri

Customer Success Specialist

Medistri is Europe's largest independent sterilization company. Your work will have an impact in helping businesses in the healthcare sector achieve their greatest ambitions, overcome challenges, and bring their innovations to life.

Medistri's mission has remained the same since our founding in 2006: to facilitate innovation in global healthcare.

We are a growing company that upholds its core values:

Honesty, Efficiency, and Success.

By joining our team, you will receive coaching and training to help ease your integration. Coaching and feedback are core principles at Medistri and will be part of your continuous development.

Your Mission :

As a Customer Success Specialist, you will be at the heart of managing and improving the customer experience. You will build strong relationships, ensure their satisfaction, and advocate for their interests within the organization.

Profile sought :

- Experience in account management or customer service.
- Excellent communication skills in **French and English**.
- Ability to work with stakeholders at all levels.
- University degree (Bachelor's or Master's).
- Analytical skills.

Your mission :

- Manage and retain a portfolio of clients.
- Be the main point of contact for all client account-related inquiries.
- Ensure the fast and efficient delivery of solutions based on client needs.
- Assist in resolving complex requests or escalations.
- Support clients in their transitions to new services and platforms.
- Analyze client data to optimize their experience.

We look forward to receiving your application.

At Medistri, we are looking for passionate, ambitious, and ethical individuals. We encourage you to apply even if your experience doesn't exactly match the job description. Your skills and passion will set you apart, especially if your career has taken extraordinary turns. At Medistri, we embrace diverse perspectives and individuals who think critically. Join us.

Site: Domdidier

Team: Customer Service

Work Load: 100%

About Medistri:

Founded in 2006, Medistri has focused on creating infrastructure for the healthcare sector. Companies of all sizes, from start-ups and academic projects to Fortune 500 companies, use our services to save time, grow their business, and focus on what they do best.

Medistri removes barriers to the development and growth of healthcare products. We provide infrastructure to new businesses when they launch and to established companies for their global expansion.

Medistri's headquarters is located at the heart of Switzerland, at the intersection of the German-speaking and French-speaking parts of the country. We provide qualified services to clients worldwide in the pharmaceutical, MedTech, BioTech, and aerospace industries.

Medistri's expansion has always been focused on helping the world's most innovative healthcare companies bring their products to market in the safest and fastest way possible.

Send us your application today:

job@medistri.com