

Customer Service Advisor – Premium IOL Specialist Berlin, Germany

Rayner is a leading developer and manufacturer of ophthalmic implants and pharmaceuticals; it specialises in intraocular lenses (IOLs) and related products used in cataract and refractive surgery. Since the development of the first IOL, Rayner has continuously pioneered IOL design with a goal to improve vision and restore sight worldwide. Today, Rayner's mission remains to deliver innovative and clinically superior ophthalmic solutions that respond to the expectations of our global customers to improve sight and quality of life for their patients.

Why work for Rayner?

Rayner is a unique place to work with its own special culture and people, who are all driven to provide the best visual outcomes for clinicians and patients. We are driven by science to improve performance and safety, and we commit ourselves to be a great partner and to be easy to do business with. Whilst our vision drives and guides what we do, it is our culture and the way we work as well as treat ourselves plus others that form the foundation of what we do. That's why at Rayner we strive to create a workplace where we live our values every day. We invite you to join us on our exciting journey!

Our Careers

Rayner is more than an IOL manufacturer. We have an entrepreneurial spirit that drives us to pursue our vision, supported by a dedicated team who share our beliefs – from research and development engineers to production, sales and support.

Being ambitious, focussed, open, respectful and keeping our promises enable us to take on challenges that other businesses simply won't entertain, and it's those qualities we value and nurture in the people we work with. Rayner is also proud to be an equal opportunities employer.

Rayner has a broad portfolio of products across the patient pathway, including monofocal and premium Intraocular Lenses (IOLs), a full range of Ophthalmic Viscosurgical Devices (OVDs), a family of Ocular Surface Disease (OSD) solutions and RayPRO, our recently launched patient outcomes digital platform.

The purpose of this role is to support and communicate with all our customers who use our Rayner Premium IOL portfolio, to deliver best-in-class service. This role involves working with internal and external stakeholders processing all orders, handling all enquiries, and ensuring full customer service satisfaction. Furthermore, optical expertise is required to cover correct IOL calculation and advise upon customer request.

Your key responsibilities will be:

- Accurate and efficient processing of German and Austrian orders and invoicing.
- Consultation with colleagues and supervisors to prioritize work items to achieve sales goals.
- Processing customer enquiries in a professional and helpful way, as well as building and maintaining good customer relationships.
- Close consultation and communication with the sales team as well as marketing to enable smooth processes to give the customer the best possible support. This is subject to continuous improvement
- Proactive work as part of the Customer Services team, helping the team in general to achieve goals and enable further development. This includes supporting colleagues and taking on tasks and responsibilities if necessary.
- Positive and effective communication within the team as well as towards internal and external customers
- Timely production of appropriate weekly and monthly reports.
- You work proactively as part of the customer service team, helping the entire team achieve and evolve. This includes supporting your colleagues and, if necessary, covering all tasks and responsibilities
- They communicate positively and effectively in a team and with all stakeholders both internally and externally
- Proactive communication over the phone, e-mail and fax in a helpful and professional manner with customers and sales representatives during the various order processing stages
- Control process improvement activity, streamline processes and document support procedures, and notify colleagues when changes have been made to ensure a consistently positive impact on the customer
- Continuous improvement of processes and systems, e..B CRM
- Updating and maintaining SOPs when needed
- Provide management information to the customer service manager and other executives
- Collection and analysis of feedback and complaints, other analyses as needed
- Application of data protection and money laundering policies
- If necessary, the handling of all types of national (UK) and international orders and credits is accurate and within the agreed deadlines
- If necessary, perform daily billing to ensure that invoices are accurately issued and shipped on time
- Calculation of Premium IOL's by means of an online calculator in consultation with the UK team

Experience:

Essential

- Able to work on own initiative, self-starter and as part of a team.
- Ability to work to tight deadlines with accuracy and detail.
- Intermediate to Advanced Excel skills
- Good knowledge of English, both spoken and written

Desirable

- Proven track record in a customer service role preferably in medical devices
- Graduate with an ambition to build a career in an innovative medical device company.
- Knowledge of ERP system
- Additional languages (Italian, French or Spanish)

Please apply by sending an up-to-date CV & covering email to recruitment@rayner.com