

Elos Medtech is one of the leading development and production partners for medical technology products and components in the world, such as dental and orthopedic implants and instruments. The operations are conducted at facilities in Sweden, Denmark, China and the US. Customers are internationally active medical technology companies. We employ more than 520 people worldwide and generate revenue that exceeds MDKK 400.

Customer Experience Manager - building strong Customer relationships

Our business unit is experiencing double-digit growth due to rapidly growing demand to our offerings within our own designed and developed dental products. We are aiming to become the Trusted Partner within Digital workflow solutions in the global dental implant industry and endorse this by establishing local Sales offices in US and China in 2021. Our Customer Experience Manager will be vital in this journey.

Clear focus on customer experience and customer journey

This position will be key in ensuring strong customer relations experience through our three sales channels, Implant Companies, Distributors and E-shop customers world-wide. The ideal candidate adapts to new evolving and sometimes urgent and unforeseen support tasks while performing high quality support. To form this new position optimally, the "hands on" experience and collection of customer feedback are converted to developing or re-engineering processes in the customer journey managed in CRM.

Briefly on responsibility and tasks

You will be an action-oriented "go-to" person concerning Sales support to customers and Sales teams, particularly our US and China Sales teams. Not only do you support but you also challenge. You will govern our CRM and E-shop's CMS. You are tech savvy and like to apply this to optimize end-to-end customer processes from a customer / Sales team perspective.

You have similar experience having even worked with bridging Sales and Marketing to build or strengthening customer relationships. You are very agile and structured in your working approach. B2B E-commerce, ERP systems and CRM are natural ingredients for you. Your core tasks:

- "Hands on" approach to first line general support to distributors, E-shop customers and our local Sales offices
- Quotation to existing implant customers supporting our Sales Teams selling our own designed products
- Ensure high level of service in responding to all incoming customer inquiries directly or through relevant colleagues
- Governing our CRM system and collaborate with Sales & Marketing on lead generation, quote processing etc.
- Governing and ensuring excellent E-shop buying journey optimizing together with Customer Support and Marketing Team
- Support design of automation – leveraging data-driven CRM processes
- Sales forecasting monthly including ERP registration and follow up by Sales controlling monthly
- Drive projects across functions in Dental Business Unit

You will report to Head of Global Product Sales & Dental Marketing, member of Dental Business Unit's Executive Management. Empowerment, trust and high level of personal commitment characterize the work environment.

Your qualification as a key member of our team

- Interpersonal skills, customer centricity in mindset and actions and ability to collaborate effectively with others
- Organizational skills, networking and communicating well to build relationships with team members and key stakeholders
- Exhibit project management skills together with communication and interpersonal effectiveness
- Proven records of CRM mgt. and administration and ability to create CRM commitment (admin role)
- Proactive, can-do attitude and result focus
- Flexible, open-minded, non-hierarchical
- Proven records of working internationally – a big advantage if with US and China
- Excellent in written English – a third language a big advantage
- BSc degree CBS or similar
- Preferably experience from MedTech industry or other highly regulated industry

One of Europe's largest development and manufacturing partner within dental technology – Dental Business Unit

As an export company manufacturing and developing products to the Dental Implant System business segment since 2007, leading dental implant players have chosen us as their key partner. To be passionate, result-oriented and trustworthy are the values that we aim to persistently apply in our business collaborations and our corporate culture. Key markets today are European countries and USA, but market expansion to other key markets is around the corner. We are located in Gørløse near Hillerød.

Contact info

If you need further information about the position before applying, please contact Head of Global Product Sales & Dental Marketing, Annette Møller by e-mail annette.moller@elosmedtech.com Application and CV – only by using this link