

Sales Assistant

We are looking for a motivated Sales Assistant to join our Sales team in Denmark.

About us

BioPorto is an in vitro diagnostics company that provides tests and antibodies to clinicians and researchers around the world. We use our antibody and assay expertise to transform novel research tools into clinically actionable biomarkers that can make a difference in patients' lives. BioPorto is headquartered in Hellerup, Denmark and is listed on the NASDAQ Copenhagen stock exchange.

Our people

BioPorto has approximately 35 dedicated employees globally, most of whom work in Hellerup. Our organization is energetic, passionate, and committed to providing a supportive work environment. If you wish to be part of our organization, we are eager to hear from you.

Key responsibilities

As part of our sales team, you will be deeply involved in sales and customer service.

Your primary tasks will be:

- Order handling including order entry and all communication and documentation regarding this, packing and shipping, and the follow-up and coordination between customs/customer and freight company
- Offer writing (item, stock, and price queries)
- Complaint handling - both receiving complaints, establishing NCRs and statistical follow-up in collaboration with the quality department
- Telephone answering
- Provide technical support and guide customers in their choice and use of the products
- Responsible for handling all inquiries that come to the company
- Development and maintenance of customer service-related documents and lists such as shipping documents and backorder lists
- Maintain CRM system
- Participate in marketing work such as mailing, data collection, website updating, etc.
- Archiving of invoices, contacts, emails and other written material
- Responsible for maintaining and further developing relationships with customers, distributors and other business partners by mail, telephone and customer visits
- Improve and maintain product import permits and registrations in cooperation with QA / RA
- Ad hoc tasks related to sales, marketing and logistics

Your qualifications

- Minimum of 3 years of relevant experience
- Proficient computer skills, including Microsoft Office applications
- Comfortable reading, speaking, and writing in Danish and English
- Structured, detail- and results-oriented mindset
- Ability to work in a team

Our offer

We offer you an exciting and varied job, with great opportunities for personal and professional development. You will work in a small and informal team, in close collaboration with the other team members, and you will be able to influence your line of work.

Additional Information

If you have any questions, please contact the Head of HR, Karen Stendal (ks@bioporto.com; +45 4529 0000)

Please send your application and CV in **English** using the link below no later than **15th March 2022**.
www.bioporto.com/careers

Your application will be treated with confidentiality.

Interviews will be performed in parallel to the application period. We reserve the right to proceed with the employment process if the right candidate is identified during this period.