

Customer Service & Shipping Coordinator

Norlase is a high-growth scale-up company, developing the next generation of medical lasers for ophthalmology. We are an international team of laser technology and medical device experts, with offices in Ballerup and Silicon Valley. We have launched three revolutionary products, the LEAF, LION and ECHO laser systems. All three are already in use in the world's top eye hospitals. We are currently looking into growing our products especially ECHO as well as developing the next product for our portfolio.

In Norlase...

... You are given a high level of autonomy and responsibility

... You are working with best-in-class experts, with a high level of drive and ambition

... You are part of a close-knit team, taking care of each other

... You are on a mission to fight preventable blindness through technological innovation - and have some fun along the way!

Job description

As Customer Service & Shipping Coordinator in Norlase you will be responsible for our Shipping area which covers shipments all over the world. Furthermore, you will be supporting our sales team in servicing our customers. You will mainly be shipping finished systems to our distributors, but also components to our suppliers and material to support Sales. The company is young and your competencies and effort are therefore appreciated for defining and improving our processes in the shipping area.

You will be a part of a team of currently 3 employees that carry out operational tasks within warehousing, sourcing, purchasing, customer service and shipping.

Your main responsibilities as Customer Service & Shipping Coordinator will be:

- To book shipments and ensure the products are packed and handed over to the freight forwarder.
- To process sales orders in the ERP system.
- To follow up on shipments to be able to provide a status and ensure delivery.
- To ensure shipments are executed according to legislation and customs worldwide.
- To send invoice to customer and follow up on payment.
- To keep close dialog with Sales to support them in the field.
- To handle return orders (RMA) and update the ERP system accordingly.
- To maintain and optimize the shipping processes.
- To support that the shipping area is in compliance with our Quality Management System (QMS) and relevant regulatory requirements at all times.

We are a medical device manufacturer, and the quality of our products is always at the very center of our attention. We are regulated by MDR and FDA and we are ISO 13485 certified. It is therefore critical that you secure high quality of outgoing material and that all processes are carried out in accordance with our QMS.

This job is a great opportunity for someone who would like to join a smaller and dynamic team where we take responsibility for our processes. You are going to have a great impact on how Norlase will handle its shipments and customer service in the future. We expect a rapid and strong growth over the coming years and we are looking for someone who is up for the challenge. We always strive to make the smartest solutions and we emphasize the importance of continuous improvements.

We have a flat organizational structure where communication is easy and we help each other out across functions. You will have stakeholders across the organization from R/D to Production and you will report to the Supply Chain Manager.

Qualifications

Your qualifications must include:

- A minimum of 5 years' experience within shipping worldwide i.e., Letter of credits, Customs certificates and documents, etc.
- Experience with MS Office.
- Excellent people skills.
- Oral and written fluency in English.

Furthermore, the ideal candidate would have:

- Experience from a technology or medical device company.
- Experience with Microsoft Dynamics 365 Business Central or other ERP solution.

Personality: You are systematic, enthusiastic and friendly, with an entrepreneurial mindset. You are a team player and enjoy seeing your colleagues succeed.

Application procedure

If you have questions for this position don't hesitate to reach out to Supply Chain Manager, Christian Lykke Salling on +45 31356447, or CLS@norlase.com.

Please send your CV and cover letter to Christian Lykke Salling at e-mail CLS@norlase.com. Send your application already now as we will start the interview process immediately.