

ReCor Medical

Ultrasound Denervation Therapies

Customer Service Representative - DACH

Department: Commercial

Reporting to: Commercial Director, DACH

Location: Frankfurt, Germany

About ReCor Medical

ReCor Medical, headquartered in Palo Alto, CA, is an innovative medical technology company focused on transforming the management of hypertension, the leading cardiovascular risk factor in the world. ReCor has pioneered the innovative, minimally invasive use of ultrasound in renal denervation to lower blood pressure in patients with hypertension. The company is focused on investing in high quality product development efforts, as well as rigorous clinical studies to create a strong foundation for future clinical adoption.

ReCor Medical is a wholly-owned subsidiary of Otsuka Medical Devices Co., Ltd. Otsuka Medical Devices focuses on the global development and commercialization of endovascular therapies that provide new therapeutic options in areas where patient needs cannot be met through pharmaceutical treatment. Otsuka Medical Devices Co., Ltd. is a subsidiary of Otsuka Holdings Co., Ltd., a leading global healthcare group listed on the Tokyo Stock Exchange (JP 4578). With operations in pharmaceuticals, nutraceuticals, medical devices and other health-related businesses, the group generated worldwide sales of app. US\$13 billion in the fiscal year ended December 2019 and has a market capitalization of app. US\$25 billion.

<http://www.ond.otsuka.com/en/> <http://www.otsuka.com/en/>

Position Summary

ReCor is looking for a motivated and driven Customer Service Representative. The primary focus of this role would be to work with both clients and other departments within the ReCor Medical organization to ensure client orders are processed correctly and on-time in a high-quality manner. This position will report to the Commercial Director, DACH, and will be asked to deliver on the following job responsibilities:

Responsibilities and Duties

- Builds and maintain robust relationships with clinical and economical clients
- Coordinates with internal and external departments on customer logistics services requests
- First entry point for clients/hospitals/doctors' requests (supply, delivery...)
- Guarantees invoice verification and generates and distributes customer reports.
- Assists in customer payment arrangements with finance.
- Reports customer complaints on loss/delays and other issues in a timely manner.

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- Enters customer feedback into a database and follows up on common problems.
- Coordinates and tracks product requirements between different teams involved
- Works closely with all ReCor team members (especially regional sales force) to ensure high quality customer experience
- Anticipates customer needs and proactively help improving ReCor processes
- Is an active and supportive part of the ReCor team

Requirements

- Strong experience in third party vendor management
- Strong knowledge and experience of international shipping, supply and related regulations
- 5+ years' experience working in customer service or sales support in medical devices or pharmaceutical industry.
- Self-motivated and rapid learner
- Result and action oriented
- Fluent English and German
- Ability to operate in a rapidly growing 'start-up' environment.
- Ability to effectively coordinate cross-functionally to deliver products on time and on budget.
- Strong communication and collaboration skills

Equal Employment Opportunity

At ReCor Medical, we value bringing together individuals from diverse backgrounds to develop new and innovative solutions for patients. As an equal opportunity employer we do not discriminate on the basis of race, color, religion, national origin, age, sex (including pregnancy), physical or mental disability, medical condition, genetic information gender identity or expression, sexual orientation, marital status, protected veteran status, or any other legally protected characteristic.

E-mail resume to HR: Careers@recormedical.com