



## Events & Customer Support Coordinator (F/M/D)

Our team is looking for a vibrant self-starter to complement our young up-and-coming business. We are offering the opportunity for an **Events & Customer Support Coordinator (F/M/D)** to join our Backoffice Team in Baesweiler. Reporting to the Head of Operations & Business Automation, your role will act as the conduit between our global customer facing team and the internal organization. This is an essential role, that will suit someone who is a great communicator, adaptable and willing to move quickly if situations arise to improve customer experience.

Your primary responsibilities include:

- Organisation and coordination of internal & external events, e.g., conferences, trade shows & event stands
  - Communication, booking & logistics with event organizers
  - Travel & accommodation planning for exhibit staff
  - Transport & logistics for marketing collateral
- Support to the Operations department to improve customer experience through smooth processing of ordered goods in our ERP system
  - Transactional tracking and communication for customer orders
  - General customer payment processing and follow-up
  - Assist in the creation of work instructions & process descriptions
- General project support

The skills required for this position:

- Highly organized with attention to detail and efficient desktop skills
- Great communication skills in English & German
- Strong computer skills and proficient user of the Microsoft Office Suite (experience with CRM- / ERP-Systems would be beneficial)
- At least 2 years work experience in a similar role
- Pro-active Team player with a “can-do” attitude and a high sense of personal accountability
- Reliable and comfortable in an agile work environment

Sounds like you? We'd love to receive your application!

Join a youthful bunch of highly talented and motivated people who believe in an inclusive one-team approach and foster a work-life balance culture. You'll have the opportunity to take advantage of flexible working arrangements and other employee benefits to drive you to be your very best in your role.

**aquila**biolabs

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aquila biolabs GmbH is a German sensor technology developer of smart sensors and state-of-the-art data analytics software for bioprocessing applications. As a subsidiary of the life sciences tool provider Scientific Industries, Inc., aquila biolabs aims to take the guesswork out of bioprocessing and pioneers digitally simplified bioprocessing by providing actionable insights from lab to production floor.

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**Apply Now!**

Please email your application including resume, supporting documentation as well as your earliest start date and salary expectations to [career@aquila-biolabs.de](mailto:career@aquila-biolabs.de).