



Customer Service Representative (M/F)

 CDI

 Boulogne-Billancourt (92)

PRESENTATION

Peters Surgical is a French group that develops, manufactures, and markets single-use sterile medical devices for the operating room, intended for surgeons. Our daily mission is to improve the quality of patient care by contributing to the success of surgical procedures and developing high-performance medical devices and associated services.

Joining Peters Surgical means becoming part of a dynamic organization and contributing to the growth of a rapidly expanding company. In this context, we are looking for a:

Export Area Manager (M/F)

Reporting to the Export Area Manager, you are the primary point of contact for export clients in your sector for all commercial administration, providing support to the Export Area Manager.

DESCRIPTION OF RESPONSIBILITIES:

1. You are responsible for the following tasks:
 - Assist in the preparation of price quotes (data entry, references, selection of Incoterms, payment terms, etc.) and follow up on them.
 - Manage orders from receipt to archiving by preparing the complete file: verification and entry of the order, preparation of necessary and specific shipping documents, management of carriers according to Incoterms, monitoring of legal and regulatory documents, and invoicing.
 - Create pro forma invoices and ensure their payment
 - Ensure the receipt of goods by the customer and manage the collection of payment.
 - Ensure and guarantee the proper application of the procedure for managing financial risk related to the customer (COFACE declaration).
 - Ensure the follow-up of customer complaints/disputes.
 - Provide information and offer support to the Export Area Manager

SKILLS

- You are comfortable with computer tools, particularly the Microsoft Office suite
- You are organized, rigorous, and recognized for your excellent interpersonal skills.
- You have a team spirit and know how to manage priorities.

YOUR PROFILE

- **Experience:**
You have at least three years of experience in a similar role.
- **Education:**
A Bac +2 qualification, such as a BTS in International Business.
- **Languages:**
Languages: Proficiency in English is essential. Knowledge of a third language would be a plus.
- **Additional Information:**
Reference: GEX/CDI – candidature@peters-surgical.com Peters Surgical – 1 Cours de l'Île Seguin, 92100 Boulogne-Billancourt