



ELPRO is a Swiss-based, global solution provider for environmental monitoring for the pharmaceutical, life science, biotech, and healthcare industries. With innovative service models, state-of-the-art data loggers, SaaS platforms including data analytics, and GxP experts to support the system integration into our customers' business processes, we ensure efficiency and compliance throughout their supply chain. Sales and technical support offices are located in Switzerland, USA, Canada, UK, Germany, the Nordics, Benelux, Hungary, and Singapore. ELPRO is part of the Bosch Group

To support our Customer Success Team Europe **per immediately or on agreement** we are looking for our **small Benelux team** an engaged:

Customer Success Specialist (80-100%)

Site 's-Hertogenbosch

We offer

- > A meaningful role in a purpose-driven company
- > Fundamental onboarding and internal training to Customer Support/Sales Support Specialist
- > An international team with a collaborative and supportive culture
- > Opportunities for growth, training and development
- > Flexible working hours and hybrid work options
- > Competitive salary and benefits

You bring in

- > Proven professional experience in Customer Service/Customer Success & Customer Care
- > Technical flair, knowledge and/or interest
- > Excellent communication and interpersonal skills
- > A problem-solving mindset and a proactive attitude
- > Ability to manage multiple accounts and priorities effectively
- > Fluency in Dutch, English (additional languages are a plus)
- > Familiarity with monitoring solutions or SaaS platforms is a bonus.

You are responsible for

- > Guiding customers through onboarding and ensuring long-term satisfaction and loyalty
- > Preparing and following up on quotations and proposals
- > Processing customer orders accurately and efficiently
- > Providing first-line customer and technical support
- > Collaborating closely with Sales and Service teams to ensure a seamless customer experience
- > Supporting clients across the **Benelux, Denmark** and the **UK**.

Open for direct application by candidates / not open for recruiters/recruitment agencies

For questions and/or application:

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For specialized questions:

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we prove it.

elpro.com