



altona Diagnostics is a medical diagnostic company that develops, manufactures, and sells *in vitro* diagnostic tests for the PCR based detection of pathogens such as viruses, bacteria, or parasites. Headquartered in Hamburg-Altona, Germany, altona Diagnostics is privately owned and employs over 350 people worldwide. The company has been active in the field of molecular diagnostics for more than 20 years and is ISO 13485 certified. Our business model is simple and straightforward: good people making good products and offering good service. Come join us if you share the same philosophy!

To strengthen our Order Processing team in Hamburg, we are looking for a highly motivated and dedicated

Head of Order Processing (m/f/d)

Your responsibilities

- Technical and disciplinary management of our 4-person order processing team
- Responsibility for the seamless flow of order entry and processing
- Taking over operational tasks in national and international order processing, in particular for complex issues
- Further development and optimization of processes
- Optimal support of our international and national customers as well as our colleagues in our subsidiaries
- Close coordination with our colleagues from the Sales, Logistics, Finance and Technical Support & Service teams

Your expertise

- Team player with completed commercial training with several years of professional experience in order processing and customer service in an international environment
- Solid experience in leading teams
- Experience in using an ERP system, preferably MS Dynamics NAV / BC365
- Very good knowledge of English and fluent German
- Strong communication skills combined with diplomatic skills both in communication with our customers and in internal interaction
- A high degree of customer and service orientation
- Precise way of working

Our offer

Benefit from a wide range of opportunities available within an expanding international company. You will work both independently and as part of a team in a highly motivated, open, and friendly environment. Family-friendly working hours along with a pleasant and familial working atmosphere await you.

Are you interested?

Then we are looking forward to receiving your detailed application including your availability and salary expectations. Please send us your complete application documents (ideally in PDF format) using the "Apply here" button. Your contact person is Ms. Dina Jensen.

altona Diagnostics GmbH
Mörkenstr. 12
22767 Hamburg

Email: jobs@altona-diagnostics.com
Web: www.altona-diagnostics.com

Phone: +49 040 5480 676 0

