

We are looking for new teammates!

This is us

Since 1999, KYON has globally redefined the state-of-the-art in veterinary orthopedics, successfully introducing total and partial joint implants, geometry modifying procedures, and trauma plating systems.

Based on our values *pioneering*, *progressing* and *partnering*, our goal is to inspire customers with commitment and innovative spirit and shape the future of veterinary medicine. The purpose at KYON is to improve the quality of life for companion animals by equipping veterinary professionals with leading-edge skills and tools. Would you like to actively support our team?

Lead Sales & Customer Service Representative (80-100%)

Your team

- You work in a small international customer service team
- You work closely with our office in the US
- Your workplace is based in our office in Zurich city
- The mission of our customer service is to actively advise and support our numerous customers, to find the best possible solutions for their individual needs

Your mission

- You are the main contact person for our customers and you actively position our services with the customers
- You guide customers through the order process and advise them on the various KYON solutions
- You coordinate the lifecycle processes of customers
- You are a contact person for improvement suggestions and change requests coming from customers
- You are responsible for entering, shipping and organizing orders daily
- You support us with marketing tasks, events and congresses

Your personal development

- You will support the Head of Sales with multiple tasks, for example, working out sales solutions and identifying, recording and tracking sales opportunities
- You support us actively with evolving, developing and maintaining the existing network of customers and clinics as well as establishing new customers relationships
- Due to our fortunate growth, opportunities for further personal development (establish and lead a team) within KYON will be possible in the future

More about us
[KYON.CH](https://www.kyon.ch)

KYON

Your skills and professional experience

- Background in medical device or veterinary industry
- Professionalism in customer interaction as well as high customer orientation
- Flexibility, motivated, self-driven and a fast learner
- Interest to acquire technical product information and specifications
- Structured and solution-orientated way of working, with a high degree of care and sense of duty
- Solid computer skills (Office 365, CRM and ERP)
- Excellent written and verbal communication skills in German and English; French and other additional language preferred
- Proactive doer with a passion for the veterinary industry

We offer you

- A diverse field of activity in a dynamic SME with a refreshing spirit
- Flat structures and fast decision-making
- An international environment, a young team that appreciates open, cooperative exchanges and supports each other
- The opportunity to take responsibility, help shaping and implementing solutions
- Conditions of employment in line with the market and opportunities for further personal development
- A workplace in the city of Zurich with good public transport connections

We are looking forward to receiving your informative application including a motivation letter per email to patricia.kaelin@kyon.ch



KYON

Leading veterinary
orthopedic solutions