



MaxWell Biosystems is an electronics-focused biotech company based in Zurich, Switzerland, developing and selling high-content electrophysiology platforms to help our customers in the pharmaceutical industry and in academia make their drug discovery and research more efficient. We seek highly motivated and talented individuals who will contribute to shape our future.

## Customer Operations Representative (100%)

The cutting-edge electrophysiology platforms of MaxWell Biosystems enable scientists in pharmaceutical industries, contract research organizations, and academia around the world to characterize the function of neurons and the effect of compounds. Our solutions include hardware, software, statistical analysis, and cell preparation protocols.

As a customer operations representative, you will ensure all operations related to MaxWell Biosystem's customers and collaborative partners are running smoothly. You will develop a strong expertise in the areas of software, hardware, and microelectrode array applications to deliver effective solutions, which ensure customer success. You will build a network among biologists and neuroscientists in pharma and academia around the world. Within the Customer Success and Product Management team, you will also help streamlining and improving operational processes, thus contributing to a greater customer experience.

### Your Responsibilities

- Process and monitor the status of inquiries and orders
- Communicate to and directly support MaxWell Biosystems customers
- Maintain and update customer relationship management (CRM) system
- Troubleshoot customer issues and provide prompt and appropriate solutions
- If needed, internally coordinate customized solutions with the different departments
- Observe and continuously improve support-related processes
- Actively contribute to and maintain our internal knowledge base
- Collect and internally communicate customer feedback and requests
- Ensure a positive customer experience by providing regular updates and clarification

### Your Profile

- Degree (BSc / MSc) in engineering, biotechnology, or computer science
- An agile and proactive approach, with a demonstrated ability to take ownership of customer issues
- Good technical understanding of software- and hardware-related topics
- Strong listening and communication skills; experienced in interacting with scientists is a plus
- Willingness and enthusiasm to develop, execute and improve internal processes
- Good knowledge of spoken and written English, other languages (e.g. Chinese or Japanese) are an advantage
- Experience working with neuronal cell cultures and/or neuronal electrophysiology is a strong plus
- Knowledge in the field of microscopy, biomedical devices or neuroscience is a plus
- Proven ability to work both independently and within a team environment

Are you motivated, innovative and committed to delivering first-rate performance? Do you enjoy working in an international, multidisciplinary, and interactive team? Take your next career step at MaxWell Biosystems and join us in innovating the future of electrophysiology for drug discovery and basic research.

David Jäckel looks forward to receiving your application documents (cover letter, résumé, letter of recommendation and degrees including transcripts) until December 10<sup>th</sup> by email at [hr@mxwbio.com](mailto:hr@mxwbio.com).