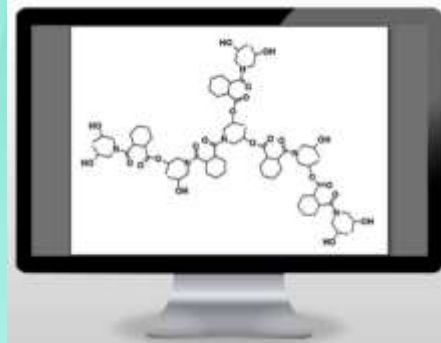# WE'RE HIRING A CUSTOMER SERVICE ASSOCIATE
BE PART OF A FUTURE-FOCUSED COMPANY REDEFINING AN ENTIRE SECTOR

ABOUT DEEPMATTER

DeepMatter® aims to revolutionise chemistry through its integration with technology to enable a greater use of artificial intelligence and ultimately facilitate the autonomous synthesis of new molecules through robotics. Sitting at the heart of this is data. The increasing digitalisation of the life science and chemistry markets means organisations are collecting more data, requiring confidence in that data and wishing to create value from that data.

DeepMatter has developed and is commercialising data rich platform technologies, including software integrated with laboratory hardware, with the ability to collect ubiquitous and novel data, clean up and structure the data whatever the source, and apply machine learning analysis to enable actionable knowledge – thereby increasing productivity, discovery and compliance gains.

We are a vibrant, high-growth technology company with our officed based in Glasgow, Munich and many employees remote across Europe.

THE ROLE

We are looking for a talented, enthusiastic Customer Service Associate with strong communication skills and Chemistry background to enhance the team providing a link between external customers and internal operations.

Preferred location Munich. Remote working (within Germany) will be considered.

KEY RESPONSIBILITIES

- Provide guidance, and support to customers about DeepMatter products and services.
- Provide a supportive link between DeepMatter and external customers, while demonstrating a positive and professional image through written and verbal communication.
- Successfully manage high volumes of customer-facing interactions via written and verbal communication.
- As a core member of our Services team, be first DeepMatter contact for our customers.
- Respond customer requests within one business day.
- Ensure the successful delivery of DeepMatter services and inform customers on their services updates in alignment with our technical experts.
- Track customer feedback, issues and complaints, notify appropriate internal management and provide resolution to customer.
- Document all communication and maintain appropriate records.
- Availability during office hours.

REQUIRED SKILLS & EXPERIENCE

- Minimum Bachelor's degree (Chemistry, Chemical engineering etc.)
- Effective written and verbal communication in English and German
- Ability to understand and communicate scientific and technical information on DeepMatter services
- Ability to work in a fast-paced environment and multitasking
- Ability to prioritize and follow up on assigned tasks
- Ability to work well under pressure while maintaining a professional attitude
- Excellent organizational and documentation skills
- Proactive approach to continuous process improvements
- Team player

PREFERRED SKILLS & EXPERIENCE

- 2+ years experience in customer-oriented roles
- Master's degree (Chemistry, Chemical engineering, Consumer Affairs, Consumer Science etc.)
- Project management experience

COMPANY BENEFITS

- Generous holiday allowance
- Generous refer a friend scheme
- Tax advantageous schemes such as gym/equipment reimbursements (wellness subsidy scheme)
- Company outings, off-sites and events throughout the year
- Central office location in Giesing (Munich)
- Cafeteria within the office building (Munich)
- Complimentary snacks and drink in our offices

HIRING MANAGER

Meryem Hilal Guersu

Group Services Lead

Please send a CV and covering letter to careers@deepmatter.io