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## Company

Menhir Photonics is a dynamic Swiss laser manufacturer offering laser solutions of unprecedented robustness and reliability to customers around the globe. Based in Switzerland, our team has strong expertise in the development and production of ultrafast lasers for the markets of aerospace, telecom, and metrology. For our ambitious business scale-up we are looking for an **Order Management Specialist**.

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## Job Description

Your primary duties and responsibilities:

### Order Processing

- Accurately process and manage customer orders from entry to fulfillment
- Coordinate with the sales team to ensure all orders meet customer requirements

### Documentation

- Prepare and manage order confirmations, invoices, and shipping documents, including packing lists, customs documents, and certificates of origin
- Handle all customs documentation for international shipments, ensuring compliance with local and international regulations

### Logistics Coordination

- Work with shipping carriers and freight forwarders to arrange transportation, track shipments, and solve any challenges in a timely manner
- Ensure timely delivery by monitoring shipment schedules and resolving any delays
- Prepare pre-alerts and documentation to avoid any delay from standard transit time

### Data Entry and Recordkeeping

- Maintain accurate records of orders, shipments, and customer communications
- Organize and maintain the customer database on Pipedrive
- Register sales transactions, especially for the USA market, with the support of the sales team

### Customer Support

- Communicate with customers regarding order status, shipping details, and any issues that arise
- Communicate with the common carrier and partner freight forwarder to insure flawless transit times
- Give feedback on carrier and freight forwarder service performance



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## Experience and Education

### Your background

- Proven experience in order management, administration, logistics, or a related field
- Exceptional attention to detail and organizational skills, with proven ability to cross-check information for accuracy
- Familiarity with international shipping processes and customs documentation
- Strong communication skills, with the ability to collaborate effectively with internal teams and external partners
- Proficiency in relevant software tools (e.g., ERP systems, Microsoft Office)
- Ability to work independently and handle multiple tasks simultaneously
- Professional knowledge of English and intermediate knowledge of German is required; other European languages are welcome

### Preferred Skills

- Strong problem-solving skills and an ability to adapt to changing priorities
- Experience with USA sales registrations or compliance
- Knowledge of international trade regulations and practices

### Work Environment

This position reports to the Order Manager. You will work cross-collaboratively with our entire Operations, Logistics, and Sales Teams, with minimal customer-facing responsibilities (email and phone calls only). The position requires a high degree of accuracy and dedication to detail, while also keeping in mind the overall company picture.

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## Conditions

- **A valid Swiss work permit is required**
- The position is 50% to 100% (21 - 42 hours/week)
- Onsite at our headquarters near Zurich in Glattbrugg, Switzerland
- Remote work: possible upon agreement up to 20%
- The preferred starting date is winter/spring 2025

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## Contact

If you are interested in learning more about this opportunity and getting to know us, **please email your CV and cover letter in English and tell us more about why you're a good fit for this position to [talents@menhir-photonics.com](mailto:talents@menhir-photonics.com)**. Please reference "MPZH036" in the subject line. We look forward to hearing from you!

**Applications will be accepted until February 14, 2025.**

*Applications from headhunters or third parties will not be considered.*