

Laerdal Medical, one of the world's leading providers of Healthcare Solutions, is dedicated to helping save lives. Laerdal serves healthcare providers and educators with products and services for Basic Life Support, Advanced Life Support, Simulation, Airway Management, Immobilization, Patient Care, Self-directed Learning and Medical Education.

By 2020, we have a goal of helping save 500,000 more lives. Every year.



Helpdesk Representative for Benelux Based in our office in Netherlands Belgium, or France

We are looking for a Helpdesk Representative that gives support to our internal and external customers while upholding Laerdal Values at all times. You will be joining a diverse and international team driven by Helping save Lives.

What you will do

As a Helpdesk Representative, you will:

- Reply to customer phone calls and emails
- Solving customer inquiries about product related issues
- Scheduling of field services (both technical and educational)
- Handling product recalls
- Keeping customers up to date about ongoing issues
- Handling general office tasks
- Managing demonstration materials (booking, sending, receiving and keeping track)
- Handle tasks of diverse scope and complexity

About you

- Good organizational, analytical and diagnostic skills
- Technical knowledge and troubleshooting skills
- A completed secondary vocational education (technical)
- Fluent in Dutch, French and English (both written and spoken)
- Strong computer skills; a deeper knowledge of handling software updates, wireless IP networks and Bluetooth is an absolute plus
- Able to prioritize tasks and organize assigned work independently and autonomously
- Attention to detail and ability to multi-task

Send application (in English preferably) to David Gallina, david.gallina@laerdal.com

www.laerdal.com



Laerdal
helping save lives