

Would you like to work in an innovative company in the heart of Hamburg?

*ActiNovo is an honest and transparent food supplement brand offering highly efficient liposomal products. We support our customers in creating a healthy lifestyle with the help of our nature-based, German-made formulations. We want to revolutionise the nutritional supplement market worldwide and need motivated team members to achieve this.*

To get closer to our goal, we are looking for a:

## **CUSTOMER SERVICE EMPLOYEE** **Part-time, 20-30 hours (f/m/d)**

### **Tasks:**

- communicating with customers and transport service providers as well as external partners
- receiving and processing customer inquiries (email/phone/chat)
- coordination of goods deliveries to customers
- preparation of order confirmations and invoices, support in the entire order processing
- reviewing and processing returns and complaints
- further development of existing service processes for an effective and proactive customer communication
- increasing customer satisfaction and loyalty
- creation of reports

### **Required qualifications:**

- completed training or completed studies in the commercial field are an advantage
- very good written and spoken German and English; another foreign language would be an advantage, ideally Italian
- good PC skills and open to working with different computer programs
- innovative nutritional supplements are exciting for you
- you enjoy telephone and written customer contact
- you are service and customer oriented
- strong communication skills and the ability to work in a team
- you have a conscientious, careful and independent way of working

*Mutual respect, reliability and initiative are a matter of course for us.*

## Why ActiNovo:

We offer you a challenging job in a varied environment. In our very innovative and dynamic company, which is growing strongly, you will have the opportunity to implement your own projects and thus develop personally. With the appropriate commitment, everyone has the chance to take on more responsibility.

## This is what ActiNovo offers you:

- encounters at eye level and a warm welcome
- a young, international, dynamic team
- fresh fruit twice a week
- daily coffee, tea, milk, oat milk and nuts
- three free food supplements of your choice per month as well as employee discount on all ActiNovo products
- good public transport connections
- a subsidy for your HVV ProfiTicket
- Urban Sports membership
- individual bonus agreement
- German / English language courses
- company events
- After Work on Fridays for a good start into the weekend

Interested? Then we look forward to receiving your electronic application:

**jobs@actinovo.com**



Cindy Scharf

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[www.actinovo.com](http://www.actinovo.com) | Liposomes – A new Era of Supplements  
[www.plantacorp.com](http://www.plantacorp.com) | Producer of Liposomal Supplements in  
Germany. PlantaCorp is ISO 22000 and GMP certified.

## About us

PlantaCorp GmbH, an ISO 22000 and GMP certified German manufacturer of liposomal supplements, and its own brand ActiNovo have set themselves a common goal: to make highly effective and maximum absorbable liposomal supplements available to everyone for a fair price. The unique technology of encapsulating essential nutrients provides our customers every day with high-quality products of the ActiNovo brand: [www.actinovo.com](http://www.actinovo.com).