

**SYNOVA SA Innovative Laser Systems**

**“Where others see impossibilities,  
we see solutions”**



Headquartered in Ecublens near Lausanne, Synova is the pioneer of a revolutionary hybrid laser processing technology – Laser MicroJet®. Synova provides state-of-the-art high precision material processing in the semiconductor industry as well as for emerging applications in the electronics, MEMS, solar cell, flat panel display and medical industries.

To support Synova’s exciting growth, we are looking for a

## Customer Service Supervisor

In this position based in Ecublens you will:

- Be the primary contact for our customers for service assistance requests
- Orders, maintains and organizes Field Service parts inventory
- Process customer PO, delivery and invoicing for repairs and parts
- Maintain customer and Field Service intervention records and documentation
- Manage parts repair at suppliers and testing at Synova
- Manage the customer communications process for parts assistance and support
- Maintain up to date the necessary equipment for our Field Service Engineers

For this position, we are looking for candidates with the following profile:

- Technician or engineering background with several experience in a similar position
- Inventory management practical knowledge
- International shipping and transport regulations know-how
- Planning and organization expertise
- Customer focused, strong problem solving capabilities and determination
- Excellent communications skills in English with good command of French and German

Do you want to join our fast-growing, innovative and progressive company? If you feel that you have the qualities to make an effective contribution, please apply now:

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