

## SALES & COMMUNICATION ASSISTANT (PART-TIME 40-60%)

We are looking for a Sales & Communication Assistant to join our team in Vevey.

Swiss Typefaces is a type design company known for its cutting-edge and innovative approach.

Our retail and custom typefaces are valued for their high quality, both in terms of aesthetics and technology.

International clients include big tech companies, luxury and fashion brands, cultural institutions and state organizations.

Swiss Typefaces has offices in Switzerland and Germany.

Our small team in Vevey is currently composed of the CEO, the Graphic Designer and the Managing Assistant,

all of whom are open-minded, cultivate a friendly and calm atmosphere in the office (by the lake!).

You will serve as a key point contact for client's design, business and support requests, working closely with the team in Vevey and Berlin.

We are seeking a collaborative individual with a lot of enthusiasm and energy, someone who is proactive and an excellent communicator.

We aim to establish a lasting, professional collaboration that grows and evolves over time.

### **ROLE (Responsibilities include but are not limited to)**

- ✦ Act as the primary point of contact for client communications on a daily basis
- ✦ Provide detailed product information and outline general sales conditions, establish formal offers (including technical specifications, payment terms, delivery schedules, warranty, etc.)
- ✦ Manage offline orders and facilitate the finalization of contracts
- ✦ Demonstrate strong commercial awareness, anticipating and understanding customer needs while delivering high-quality service, active participation in closing sales
- ✦ Analyze customer inquiries, offer appropriate solutions, process requests, follow up as necessary, and direct customers to relevant departments
- ✦ Ensure comprehensive oversight of all relevant information, coordinating the timely fulfillment of orders to meet the expectations of all parties
- ✦ Define client & project expectations together with the Project Manager, and communicate client feedback and project expectations to the Design team in a clear, constructive, timely and actionable manner
- ✦ Lead the management and follow-up of projects, ensuring effective collaboration through emails, calls, meetings, and other channels
- ✦ Foster and maintain strong, professional relationships with customers, providing guidance and support with charm, diplomacy and diligence
- ✦ Maintain accurate records of meetings, decisions, and next steps, while consistently tracking client feedback
- ✦ Handle licensing and contract discussions with clients, in close coordination with our legal team
- ✦ Assist in the coordination and oversight of the company's development projects
- ✦ Produce high-quality digital content, efficiently compile data, and conduct thorough evaluations of information

*Depending on your interests and initiative, there's a room for additional responsibilities. Particularly studio management tasks, i.e. day-to-day life in the office, general improvements, etc.*

### **EXPECTED PROFILE**

- ✦ 3 years Professional experience, including 2 years in Customer Service or 2 years in Project Management
- ✦ Eligibility to work in Switzerland
- ✦ Previous work experience in a graphic design agency, digital type foundry or more broadly in visual communication is a plus

*Applicants are not expected to have expertise and/or experience in all those fields. However, the right amount of curiosity, perseverance and willingness are necessary.*

### **MUST-HAVE**

- ✦ Proficiency in French and English (written and spoken)
- ✦ Strong organization, planning, prioritizing and writing skills, and able to organize and conduct meetings
- ✦ Proactive in implementing new processes, analytical skills with high attention to detail, «can-do» attitude
- ✦ Fluency with digital, including contemporary office software (MS Office, Adobe Acrobat) and agility with CMS, ERP tools, etc.
- ✦ Time and resource management skills; managing multiple projects simultaneously without difficulty in two different sites (Vevey and Berlin)
- ✦ Collaborative nature and have an easy-going personality, capable to work in a relatively small team, with great exposure to the management
- ✦ Reliable, able to meet deadlines and to organise your own and others' time
- ✦ Excellent communication skills, forward thinking, and work with discipline and method
- ✦ Commercial awareness, and seeking to identify and understand customer's needs, anticipating customer's needs, nurturing high quality service
- ✦ Monitoring tasks, processes and problems related to projects with the resources available
- ✦ Comfortable working in a role which involves a strong element of client services as well as internal project management

### **WE VALUE**

- ✦ Interest in the field of graphic and type design and understand their mechanics
- ✦ Exposure to international and complex projects ideally in the graphic design, or type design industry isn't new for you
- ✦ Proficiency in German would be a plus (written and spoken)
- ✦ Curiosity, integrity & ethics, positive, pro active and energetic attitude

### **WE OFFER**

- ✦ Salary range CHF 25'000 – 45'000 per year, depending on experience, qualifications and occupation rate
- ✦ Part-time position
- ✦ A role in a work environment in close contact with prestigious clients, design agencies and prominent figures in the design field
- ✦ Great potential for growth, based on your interests and skills

### **POSITION**

This is a part-time position on site. Our office is located in Vevey (by the lake!).

**We ideally expect to fill this position from May 1st, 2025 or before**, or by arrangement depending on your earliest availabilities.

### **HOW TO APPLY**

Please, reach out to us via e-mail to [apply@swisstypefaces.com](mailto:apply@swisstypefaces.com) with object «SALES & COMMUNICATION POSITION», containing the following:

- ✦ A short description of your current situation and what you are aiming for by applying at this position.
- ✦ Your Curriculum Vitae and references

### **Application deadline: 11.04.2025**

*We will first review all applications. Selected profiles will receive an e-mail to set up an interview in person or online. Other profiles will receive an e-mail at the end of the process. We thank you in advance for your interest and remain at your disposal for any further information via e-mail.*