

## Director of Customer Service

As the Director of Customer Service, you will be responsible for building and maintaining a customer- centered and professional multinational service team that will provide service and technical support to customers and distributors.

### Responsibilities

- Delivery of excellent customer service and technical support to the system's customers and distributors.
- Managing customer service operations, including:
  - Building and training the service team
  - Defining procedures, documentation, tools, SLAs, and goals to ensure service excellence and customer satisfaction.
  - Tracking customer service performance metrics and KPIs to ensure continual improvement.
  - Training distributor personnel to provide service and support to their customers using the system.
- Supporting device field issue investigations and providing solutions to customers.
- Managing and resolving customer complaints and service calls in line with medical device regulations.
- Supporting sales and marketing of products as a product expert.
- Collecting and communicating feedback to the company.

### Qualifications

- 5 years or more of experience in a service-related managerial position in a medical device company with an established multinational market presence.
- Customer and service- focused professional leader.
- Driven, motivated, execution- oriented leader with a positive attitude and excellent communication skills.
- Strong technical and problem- solving skills.
- Detail- oriented while keeping the big picture in mind.
- BSc / MSc in Biomedical / Electrical Engineering or computer science from a leading university.
- Fast and autonomous learner.
- Excellent proficiency in English - reading, writing, and speaking.

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