



## [REF 2020-46] NAM Service Director

EOS imaging is an international group, specializing in innovative imaging and image-based solutions for musculoskeletal pathologies and orthopedic surgical care. EOS imaging dedicates its efforts and skills to the improvement of patient treatments and outcomes through low dose imaging, complete and precise patient data and surgical planning based on 3D patient anatomy.

This position is based in Memphis.

Responsible for all the Service operations in North America, under the supervision of the Global Service Director, leveraging the Company's Field Service engineers and Service Providers contractors if any identified in NAM, to achieve Company objectives.

- Manage the NAM Field Maintenance organization (Field Engineers, Project Manager, Coordinator, Back Office).
- Identify and implement operational processes improvement opportunities to achieve customer satisfaction and compliance with all applicable regulations.
- Ensure NAM Service organization delivers “Best-in-class” Service to our customers (internal and external) following Company’s processes.
- Strategically lead and develop the Service organization to enhance performance by setting clear KPIs and accountable performance measures.
- Ensure NAM Service organization delivers against strategic objectives and Service KPIs.
- Ensure a close communication with Senior Management to escalate issues and risks, and flow down information and actions to the Service team and customers.
- Provide internal customers (Sales, Application, Marketing, AOS...) with the Service support they may need throughout the Product lifetime.
- Empower and Engage the NAM Service Team.
- Ensure full regulatory compliance and legal requirements.

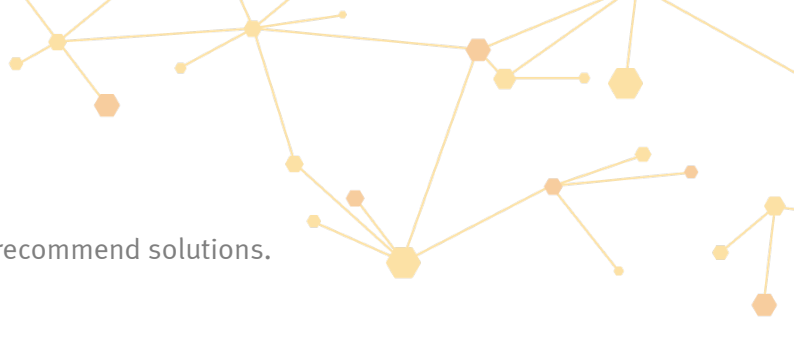
### TRAINING AND EXPERIENCE

- Engineering degree or equivalent
- 7 to 10 years of experience in servicing medical equipment
- 5 years of experience in technical support and management of Field Service engineers

### REQUIRED SKILLS

- Strong organization skills.
- Teamwork oriented
- Proven ability to coach and mentor operational team.
- Strong Business acumen, clear thinking and communicating.
- Decision making capabilities



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- Strong resolution and negotiation skills.
  - Ability to determine resource needs and recommend solutions.
  - Customer focus
  - Strong analytical skills
  - Ability to work under pressure

#### ADDITIONAL INFORMATION

- Report to the global Service Director.
- Position based in Memphis, Tennessee

You want to join a dynamic team and you are passionate about the field of medical healthcare? Do not hesitate any longer and send us your application on [careers@eos-imaging.com](mailto:careers@eos-imaging.com) by precising the reference number: **2020-46**.

