

Customer Implementation Specialist, Medical Devices Madrid

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Company: Chronos Consulting

Location: Spain

Category: computer-and-mathematical

Job Description

The Customer Implementation Specialist is responsible for every aspect of the delivery of medical equipment and related services to customers.

Tasks include

- 1) customer site inspection and design
- 2) participation in contract negotiations, site preparation
- 3) delivery and installation coordination with the customer and 3rd parties
- 4) marketing collaboration, customer training, and final commissioning and acceptance.

This position will require frequent travel in Europe and in the future possibly in Asia.

Required Qualifications:

Bachelor's degree or combination of education and experience

2-3 years in a similar role, handling complex / multiple projects simultaneously in the medical device industry

Experience in dealing with executive-level management and clinicians within a diverse customer organization.

Pro-active and customer-focused approach to problem-solving

Independent and able to handle multiple projects in parallel

Proficient in English and at least one additional European Language

Willing to travel up to 70% of the time

Responsibilities:

Attend presale meetings with Sales and support the sales relationship with customers as

required

In collaboration with a Sales Leader and with the support of the Service department, engage in customer requirements definition prior to contract negotiations during the Sales Cycle

Develop detailed implementation plans based on clearly defined customer requirements with the support of the Service department

Understanding of the product and service offering specific to the assigned customer prior to final contract negotiation

Communicate and coordinate with all affected functions in the company to ensure awareness of all customer requirements and obligations for assigned customer programs

Effectively communicate at multiple levels up to the C-Level within the customer organization

Once order is received, takes control and ensures timely delivery of products and services in accordance with customer requirements and signed purchase agreement, all the way to completion of training.

Project commonly includes: customer site planning (with Service), site preparation (with Service), system delivery (with Operations) and installation (with Service), patient flow planning (with CAM, Marketing), disposables supply (with Operations), marketing, and clinical training (with Applications).

Perform regular site visits and monitor progress of site preparation to ensure that all tasks are being completed on schedule and to customer's high satisfaction

Conduct regular internal and external reviews to ensure adherence to committed schedules.

Responsible for initiating suitable corrective action plans when critical path milestones are at risk

Handle and respond to customer questions, complaints, and problems to maintain high levels of customer satisfaction throughout the project. Conduct formal and/or informal reviews of customer satisfaction throughout the Project Implementation process. Develop initiatives to assure the highest possible level of customer satisfaction, quality and risk management.

Become favorite and trusted POC for customers all the way from order to completion of training

Maintain accurate and appropriate data in the appropriate data systems for project and customer management

Exhibits leadership practices consistent with company values and traits

Additional tasks and objectives may be added, based on the company's plans

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