



Vice President, Service

- ☑ High Profile Assignment
- ☑ Northeast Based
- ☑ Excellent Career Opportunity
- ☑ Sr. Leadership & Management Role
- ☑ Join an Customer Focused & Passionate Management Team
- ☑ Potential to make a difference driving innovative service initiatives, revenue and EBIT growth

OUR CLIENT is a leader and recognized innovator of medical devices serving the Hospital, Outpatient and other Healthcare markets. Our Client provides capital equipment designed to increase the target market's demand by providing medical device solutions in both a cost effective and efficient manner. Realizing an impressive deep and rich product portfolio, they have developed a formidable pipeline of new products poised for market entry over the next year.

You Will Join a dynamic and passionate leadership team committed to expanding their brand while strategically positioned to develop innovative and creative products to support the trajectory of their business objectives within the defined market sectors. Under customer focused leadership, our Client is positioned to capitalize on its impressive brand and customer base providing the foundation for future growth.

Defined as an opportunity to lead and make a dramatic impact, our Client is seeking a Service Management expert who will strategically direct a large service organization driving brand recognition and customer satisfaction in addition to revenue and EBIT growth. If you are looking for an opportunity to be part of the Client's senior operating team and a significant leader driving the future of an organization, this opportunity is for you!

REQUIREMENTS

- ⇒ BS / BA –4 year degree in a technical discipline (i.e. Engineering); MBA preferred;
- ⇒ A successful career spanning 15 years in progressively responsible service related roles serving the Hospital, Outpatient and/or other Healthcare markets (10 years Sr. service management experience with capital/ medical devices);
- ⇒ Strong medical/capital equipment service program experience in a regulated environment clearly understanding including but not limited to warranty, on-demand, and complex installation initiatives;
- ⇒ Proven experience managing large, multifaceted service organizations with ability to align customer needs and resources;
- ⇒ Expertise in developing service models, tools and measurement criteria to execute effective service program initiatives;
- ⇒ Excellent oral, written and negotiation skills; ability to communicate in a clear and concise fashion;
- ⇒ Exceptional computer proficiency (i.e. PowerPoint, Excel and Word).

