

Job description

Role title	Endoscopy Support Specialist
Reporting to	Endoscopy Service Operations Manager
Role duration	Permanent

Purpose of the role

Responsibilities

- Retaining profitable customers (which include the identification and rectification of not-profitable accounts)
- The Endoscopy Support Specialist will work to agreed business targets to improve contract margins and customer satisfaction
- Providing specialist support to the Operations, Sales and field-based personnel
- Presentation of operational KPIs to customers at regular scheduled review meetings
- Frequent visits to customer facilities to address any adverse trends relating to customer equipment handling and repair issues
- Initiate activities to drive a demonstrable increase in customer asset uptime
- Regular visits to customer facilities for the delivery of training
- Completion and internal distribution of call reports following customer visits
- Coordinate and deliver training for customers if necessary

Resources/decision making authority

Access to:

- Service Management System data
- Loan inventory management system
- Customer KPI reports

Key accountabilities

- Present and support company services to current and potential clients, within the assigned area and where necessary nationally

- Actively contribute to growth of revenue and profitability through the achievement of agreed business targets
- Provide on-site training for customers and Althea personnel on the care, handling, pre-clean and manual cleaning of flexible endoscopes working to BSG, JAG, HTM and OEM guidelines
- Assisting with customer technical support where necessary including spending time at customer's sites working directly with their staff
- Attending patient lists where necessary in support of customer's needs (having an understanding of Endoscopy and Theatre etiquette is essential)
- Work as part of a team with the Operations, Customer Services and Finance departments to ensure capability, understanding the profitability of current and prospective business opportunities
- Prepare service history, KPI reports and associated data for face-to-face review with customers looking for trends, and the implementation of corrective action to improve customer satisfaction and contract profitability
- Maintain and establish current and potential client relationships to understand the voice of the customer and to highlight the full value of the Althea Service offering
- Assist in the resolution of client concerns. Continually meeting with key account decision makers - for both present accounts and potential new accounts
- Completion of customer survey documents, collecting customer feedback and market research
- Management of ad hoc projects as assigned from time to time
- Analysis of data to identify:
 - Customers with high contract revenue consumption
 - Repeat repair trends
 - Opportunities to effect repair reduction
 - Concerns relating to poor customer handling
- Any other duties which may be assigned in support of the business

Performance indicators

- Provide evidence in support of the required number of customer visits within a defined period
- Provide data to support repair reduction activities
- Provide evidence in support of customer/colleague training sessions

Capability profile

Skills and Experience	Essential	Desirable
Hands on experience in the manual handling of flexible/rigid endoscopes	✓	
A good understanding of flexible/rigid endoscope construction	✓	
A good understanding of endoscope manual leak test/cleaning processes	✓	
Must be self-motivated with a flexible can-do attitude and ability to work under pressure	✓	
Understanding of JAG – BSG - HTM – OEM requirement		✓
Intermediate IT skills to include Excel, Word and Outlook	✓	
Must be able to identify and implement change		✓
Good inter-personal skills to be able to work as part of a team as well as individually	✓	
Understanding of ancillary equipment operation/functionality	✓	

Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Travel primarily throughout the South
UK travel	Frequent requirement
International travel	May be required

Other



DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)

A DBS Enhanced Disclosure is required for all applicants.

The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

ALTHEA IS AN EQUAL OPPORTUNITIES EMPLOYER AND POSITIVELY ENCOURAGES APPLICATIONS FROM SUITABLY QUALIFIED AND ELIGIBLE CANDIDATES REGARDLESS OF SEX, RACE, DISABILITY, AGE, SEXUAL ORIENTATION, GENDER REASSIGNMENT, RELIGION OR BELIEF, MARITAL STATUS, OR PREGNANCY AND MATERNITY.