



**SPECTRUM**  
DYNAMICS MEDICAL

## **Director of Service for the Americas**

**Location: Anywhere in the US**

Started in 2000 in Israel, Spectrum Dynamics is today a leading company in the development and commercialization of nuclear medicine capital equipment and software solutions. Initially the company focused on cardiac SPECT (single photon emission computer tomography) where Spectrum led a number of key innovations leading to improved imaging quality, patient throughput, lower radiation dosage for patients and ultimately improved diagnostic accuracy. After gaining the # 1 position in the dedicated cardiac market with its novel D-SPECT system, ahead of industry giants like GE, Siemens and Philips, the company has more recently focused its attention on the full body imaging market which is 16X larger than the dedicated cardiac market. Utilizing the tried-and-proven proprietary technology from its novel cardiac D-SPECT systems, and combining this with innovative new scanning methodology, Spectrum unveiled its industry-transforming multi-organ scanner systems - VERITON and VERITON-CT, in October 2017. Like the D-SPECT cardiac systems, VERITON brings significant benefits to clinicians, hospital administrations and patients alike which will allow the company to enter a phase of high transformational growth in coming years. The company has offices in Switzerland, USA, Israel, Hong Kong, Shanghai and Tokyo and is a fast-growing, truly global, company.

### ***Position Responsibilities***

Reporting to the Vice President, Customer Support, the incumbent will be responsible for overseeing the customer service department in AMEA and ensuring that the company delivers the highest level of customer service possible. He will supervise agents/distributors, train, coach, and mentor employees/ agents/distributors. He will play a key role in maintaining customer satisfaction by providing problem-solving resources.

Providing leadership and direction to the Customer Services dept team to ensure that an excellent standard of service is provided and maintained.

Role responsibilities:

- To ensure the full implementation of the Customer Services strategy across the business in AMEA region.
- Develop customer service procedures, policies and standards for the customer service department in AMEA.
- Investigate and solve customer problems.
- Utilizing the escalation process to resolve customer service delivery issues.
- Prepare the necessary documentation to allow other team member to overcome similar problems.
- Keeping up to date on administrative responsibilities such as maintaining customer service logs and internal service records in a timely manner.
- To ensure that the Customer Services function operates effectively and that the functions' activities are aligned to departmental and Company objectives.
- To ensure that all customer enquiries are satisfactorily managed, resolved and closed within agreed timescales.
- Analyze statistics or other data to determine the level of customer service and make sure action item is in place in AMEA.
- To ensure that the Customer Services function is adequately staffed and trained to deliver an efficient service to internal and external customers.

- Create and sustain a positive team environment displaying high levels of motivation and excellent team spirit.
- Promote effective communication throughout all levels of the Customer Services function

#### ***Experiences, Knowledge, Skills and Abilities***

- Bachelor's degree, Electrical Engineering, mechanical engineer or equivalent military experience.
- **Must have experience servicing diagnostic imaging equipment – NM, SPECT, SPECT/CT.**
- Experience interfacing with both internal team members and external customers as part of a solution-based service process.
- Experience in managing and motivating a team of Field Service Engineers.
- 10 years' work experience in the medical imaging industry preferred NM, SPECT, SPECT/CT..
- Excellent verbal, written communication and decision-making skills
- Excellent organizational skills and outstanding attention to detail
- Ability to thrive in a fast-paced environment, multi-task, perform well under pressure and effectively manage competing and/or changing priorities

#### ***Applications***

Please submit job applications by email to [HR@spectrum-dynamics.com](mailto:HR@spectrum-dynamics.com)