

DSO EMEA T&E Coordinator

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Company: Straumann Group

Location: İstanbul

Category: other-general

Position Summary

: The DSO EMEA Training and Education Co-Ordinator plays a pivotal role in supporting the education activities, content and necessary training materials for in-person and online programs. This role will focus on Straumann Group (STG) EMEA Dental Service Organization (“DSO”) partners. This position reports to the Head of Clinical Affairs, DSO, EMEA.

Job Responsibilities

This position is responsible for but not limited to, the following:

1. Training Program Development:

Support the design, development, and implementation of comprehensive training programs for DSO EMEA customers aligned with establishing STG as the partner of choice for clinical excellence in product quality, clinical and digital workflows and academic superiority in the field of Surgical Implantology, Restorative, Orthodontics and Digital Dentistry.

2. Training Delivery:

Support end to end delivery of Enterprise Academy training and education courses including new cohort planning.

Work in collaboration with EMEA Head of Clinical Affairs and DSO Global Clinical Affairs team to provide the necessary training/education presentations, flyers and education materials to the programs.

Support in person EMEA courses when requested.

3. Content Management:

Manage clinical education content on various media platforms.

4. Coordination and Logistics:

Coordinate all logistical aspects of education initiatives and activities, including scheduling, venue arrangements, and provision of necessary materials and equipment.

Ensuring that all necessary equipment and parts and pieces have been reserved and shipped in time for every EMEA training program.

Communicate any back orders or inventory constraints that may affect the proper execution of any scheduled training as soon as it is known and align on the procurement of all necessary parts to ensure timely delivery to all trainings.

Responsible for the coordination of all the necessary equipment and supplies (based on specific course list of materials) including, but not limited to surgical kits, prosthetic kits, implants, abutments, components, Implant motors, hand pieces and models for didactic hands-on workshops, cadaver based and live patient courses.

Working with DSO EMEA country teams to manage participant registration, monitor attendance for CE credit purposes., and facilitate post-training evaluations.

Manage payment of invoices for third party delivered education initiatives and activities including regional 'live patient' courses.

5. Feedback and Improvement:

Manage the Educational Surveys before, during and after each program as required by the DSO Global Clinical Affairs team to continually enhance the quality and impact of training programs.

Analyze training effectiveness and provide recommendations for continuous improvement.

6. Collaboration:

Foster strong relationships with internal teams, including DSO EMEA country teams and other key stakeholders.

Liaise and work with DSO Global Clinical Affairs team, DSO EMEA country teams, DSO Sales team and territory managers to understand client needs and coordinate education

programs, considering the clinical team's agenda and course catalogue.

7. Compliance and Reporting:

Ensure accurate data is maintained within learning management systems (LMS).

Prepare regular reports on training activities, participation rates, and performance metrics.

Education/Professional Experience:

Bachelor's degree in a relevant field.

Proven experience in training coordination and development, preferably in the dental or medical device industry.

Experience of working as T&E Co-ordinator, preferred.

Personal Competencies

Fluency in English (Business level); additional languages are advantageous.

Excellent presentation and communication skills with an attention to detail and accuracy.

Excellent interpersonal and relationship building skills

Strong organizational and project management capabilities.

Self-directed and self-motivated.

General knowledge about media and presentation software (Adobe, Canva, Power Point, and others)

General knowledge about survey platforms (GoogleForms, Slido, SurveyMonkey, and others)

Ability to work independently and collaboratively in a dynamic, global environment.

Straumann Group is an equal opportunity employer. We encourage candidates from diverse backgrounds to apply.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or disability.

Employment Type: Full Time

Alternative Locations: Turkey : Istanbul || Turkey : İstanbul

Travel Percentage: 0 - 20%

Requisition ID:13056

Equal Opportunity and Affirmative Action Employer (US applicants only)

Straumann Group is an equal opportunity employer and will not discriminate against any employee or applicant for employment on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national origin, age, veteran status, or disability unrelated to job requirements. Straumann Group will take affirmative action to ensure that qualified applicants are employed and that employees are treated without regard to their race, age, color, religion, sex, sexual orientation, gender identity, national origin, veteran and disability status. In compliance with U.S. Department of Labor Executive Order 11246, Section 503 of the Rehabilitation Act, and Section 4212 of the Vietnam Era Readjustment Assistance Act, Straumann Group has developed and maintains an affirmative action program and plan.

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