

# Turkey Jobs Expertini®

## Technical Services Team Leader

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Company: Stryker

Location: İstanbul

Category: other-general

### Why customer service at Stryker?

Are you interested in making a difference in healthcare by assisting sales reps and building relationships with customers? As a member of our customer services team, that is exactly what you will do! Here, you will be a part of a dynamic and supportive team that provides solutions to our customers in their time of need. Stryker is also consistently listed as a 'Best Place to Work' and offers great benefits and perks – like tuition reimbursement and a wellbeing program! (\*Benefits vary by country)

### Position summary:

The Technical Services Team Leader is responsible to plan and execute daily service operations together with Services Coordinator within territory while ensuring Stryker and OEM requirements are met. The Technical Services Team Leader will lead, coach and mentor the Field Service and Repair Centre teams to achieve targets that supports the overall growth of Stryker. Additionally, the Technical Services Team Leader will be expected to be able to clearly communicate across the business to ensure alignment and collaboration while maintaining the business SLA to our customers.

The Technical Services Team Leader takes customer business decisions that are in line with current Technical Service strategy or support the overall business. The Team Leader ensures traceability of work and Stryker products via Stryker reporting tools and software packages.

### Essential duties & responsibilities:

Direct oversight of frontline service employees

Assist the Sr. Technical Services Manager with region growth, employee development, recruiting, retention and overall performance of ProCare Services within a region.

Supports regional talent management efforts including identifying possible candidates, selection, on-boarding, training, development, and coaching/ mentoring

Sets performance targets and distributes work amongst technicians, monitors progress and performance, provides feedback

Manages resources to ensure adequate coverage

Partners with Sales Reps and RSM's to address key customer needs and escalations

Provide short term coverage in absence of Sr. Technical Services Manager / Associate Manager or direct reports.

Develops, coaches, and challenges direct reports and high potential talents in the work to provide timely guidance and achieve measurable results while building individual and organizational capabilities

Ensure that compliance, quality and H&S standards are maintained in line with Company.

Actively seek and initiate efficiencies and operational process improvements to control costs and create savings against budget requirements

Maintain effective management control of staff and sub-contractors to ensure maximum utilization of the available

Repair and check electronic / mechanical Stryker products

Annual check and calibration according to MDR on customer site

Fulfil Service contracts with planned maintenances

Installation of Stryker systems on customer site

Software & Hardware Upgrades

Identifying non-contract items on-site and feeding information back to the Contracts team for contract revenue growth

Awareness of competitor activity whilst in accounts and feeding back to sales teams

Deliver exceptional service with a view to retaining repeat business

Give technical support to Product Managers and sales staff, Customers and Sales Department

Give IT support on certain instruments

Escalate opportunities and issues appropriately

Resources such that all contractual commitments are satisfactorily achieved. Ensuring that equipment of critical importance to the hospital is receiving priority attention.

Efficient and thorough documentation of service activities for internal and external reference

Ensure traceability of all field-based Stryker products through reporting tools

Set up process and work instructions

Monitor and report workflow as well as monthly performance

**Education & special trainings:**

Degree in biomedical engineering or equivalent

Fluency in both spoken and written (technical and medical) English and local language.

Adequate IT-knowledge (Microsoft Office, Adobe, Power BI, Outlook)

Ability to manage stress and conflicts.

Ability to bring tasks through to completion.

Ability to handle multiple tasks and projects.

Ability to manage time and projects.

Ability to prioritize work and keep detailed and confidential records.

Ability to communicate / present to large groups of people

**Qualifications & experience:**

7 - 9 years' post qualification experience in a medical field service role

Experience in a technical / engineering role preferred

Ideally experience in the medical environment

IT experience on administrative and technical level

Lean, Green Belt, Six Sigma training and experience would be advantageous

Team leadership experience is a plus

**Physical & mental requirements:**

Must be capable of working in a varied range of scenarios including the workshop, hospitals, and theatres

For elements of the work that fall outside of normal contractual working hours, TS Team Leader will be expected to manage this on a flexi time basis to accommodate instances when attendance is necessary, and this occurs

A good understanding for computer systems and an intuition for computer-based problem solving

Must be capable of working in a varied range of scenarios including the workshop, hospitals, and theatres

Must have the ability to prioritize work and manage stress and time

Interpersonal skills including written and oral communication, conflict and stakeholder management

Must possess unwavering ethics & integrity in a competitive and demanding work environment

Must have a service- and quality-oriented mindset

Ability to think independently, use sound judgment, prioritize, make quick decisions and problem-solve

Ability to communicate effectively and work both independently and as part of a team on

assignments

Travel will be a regular occurrence within the territory

**About Stryker** Stryker is a global leader in medical technologies and, together with its customers, is driven to make healthcare better. The company offers innovative products and services in MedSurg, Neurotechnology, Orthopaedics and Spine that help improve patient and healthcare outcomes. Alongside its customers around the world, Stryker impacts more than 130 million patients annually. More information is available at

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