

Company/Organization Name: Midmark



Location: Lincolnshire

Position/Title: Technical Service Supervisor

**JOB SUMMARY:**

Directs and coordinates the activities of Service Teammates engaged in providing technical product support to customers and liaisons with sales reps, large customers, channel partners, and internal departments by performing the following duties:

**ESSENTIAL/PRIMARY DUTIES:**

- Supervise the Technical Service Department including staffing, customer focus, and customer responsiveness.
- Position this department in line with external and internal customers to enhance customer knowledge of service related issues with our products and assist those customers with problem resolution.
- Training and development of our Service Technicians to include periodic reviews.
- Direct and monitor the activities of our Midmark Technical Service department ensuring a “team/Midmark” atmosphere is present at all times.
- Develop, drive implementation, and maintain technical service processes that are FDA compliant, effective (cost, quality, lead time), and result in very satisfied customers (CareFactor score).
- Maintain department key performance indicators (KPI's) and drive continuous improvement of these metrics
- Ensure compliance to Federal Regulations (CFR) where applicable as well as standards determined beneficial from a business perspective such as ISO 9001.
- Support Technical Service participation in the product realization process and post market improvement process by supplying timely, factual, data about field performance of our products.
- Ensure Technical Service department activities are contributing to the achievement of Midmark Corporate goals.
- Drive an improvement culture within the Technical Service Department that is based upon and uses our MPS tools and skillsets.
- Manage and drive product life cycle events such as End of Sale & End of Service as related to technical service

**EDUCATION and/or EXPERIENCE:**

- Associate's degree (AAS) from two-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

**COMPETENCY/SKILL REQUIREMENTS:**

- Understanding and ability to use the control plan process to drive alignment of team's activities to company goals and initiatives
- Understanding and ability to drive MPS skills and concepts to develop a continuous improvement culture
- Understanding and ability to conduct succession planning and use results to improve or separate weak performers and provide growth opportunities for strong performers
- Understanding and ability to engage in and support "Design for Service" and "Design for Installation" events as part of the Product Realization Process (PRP) and understanding and ability to comprehend the ISO, CFR, and Midmark Quality Manual requirements and drive processes that meet these regulatory requirements
- Understanding and ability to engage in mentoring and counseling sessions with junior leaders and teammates to develop them and improve their performance
- Understanding and ability to engage in relationship building conversations, actions, teams, and activities that allow your team's initiatives to succeed by gaining support in other parts of the organization outside of your sphere of control
- Understanding and ability to drive Midmark's Net Promoter Score (CareFactor) through customer surveys followed by focused improvement work that drives better customer loyalty
- Understanding and ability to drive product life cycle events such as End of Sale & End of Service
- Understanding and ability to develop current and target state process flows in support of a project or initiative
- Understanding and ability to use Microsoft Excel, Word, PowerPoint, and Visio at an intermediate level
- Understanding and ability to use reporting at an Intermediate level

**SUPERVISORY RESPONSIBILITIES:**

- Directly supervises employees in Technical Services. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

To Apply Online: [https://www.appone.com/MainInfoReq.asp?R\\_ID=1382332](https://www.appone.com/MainInfoReq.asp?R_ID=1382332)