



**Unit 3,
The Westway Centre,
Ballymount Ave,
Dublin 12.**

Rockford Healthcare is a leading supplier of Medical Equipment to the Health Service. As well as supplying devices, Rockford maintain and repair medical devices, all over Ireland. Our range includes Infusion Devices, CSSD Equipment, DEXA Scanners, Theatre AV and Light Systems. Due to a greater number of customers and the continued expansion of our Service team, we are looking for a highly professional, self-driven individual for the role of Service Manager.

Position offered----- Service Manager

The role of Rockford Service Manager is open to candidates with a minimum of 5 years experience within the Medical Service Industry. The position is a hands-on role and will require the candidate to have a wide range of experience within the industry. They should excel in diagnostics, be a good communicator and be able to work to targets and deadlines. The individual must be able lead a very busy department and have the ability to make sound decisions under pressure.

Duties

- Maintain a high level of workmanship within the service team and personally.
- Work closely with manufacturers, The Rockford sales and Logistics Teams.
- Perform investigations of clinical incidents/device malfunction, in conjunction with the manufacturer.
- Offer technical assistance and support to the sales team, routinely and when working on tenders.
- Support the Service Team personnel, advise and educate towards best practice.
- Work towards personal revenue targets and also for the service team.
- Ensure a quick and safe turnaround of devices for repair within the service centre.
- The ability to see opportunities and new revenue streams for the service team and Rockford.
- To manage customer and device complaints and log within Rockford compliance system.
- Work efficiently with The Administration team.
- Perform annual reviews for service team members.
- Perform interviews for potential new candidates to the service team.
- Ensure the service team are up to date with the service bulletins and compliance with Rockford ISO procedures.
- Issue and quote service contracts with the assistance of the service administrator.
- Plan, price, evaluate for capital projects, with input from other staff members.

Assistance and training will be provided to help the candidate grow into the role over a 12 months, gain knowledge of internal procedures and product knowledge.

Requirements:

- Must have third level education in a relevant qualification; Electronics, Mechanical.
- Good diagnostic and fault-finding skills.
- The candidate must be able to work well under pressure.
- Must be driven to achieve a high level of standards, well-groomed and a good communicator.
- Must be flexible, easy to work with and as part of a team.
- The candidate should be very computer literate and keen to learn new technologies.
- Be competent in the use of Word, Excel and PowerPoint.
- Experience on Infusion devices or within the hospital environment would be an advantage.
- Electrical/ mechanical background (IT knowledge would be an advantage but not critical)
- Must be confident to ask questions to ensure a clear understanding.
- Travel internationally for manufacturer training or via Teams.
- Must have 5 Year's experience in a European Healthcare Service role.
- Clean driving licence.

Please forward CV and inquiries to service@rockford.ie Subject Title Service manager

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