

# Greece Jobs Expertini®

## Field Service Engineer, PMLS, Greece

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Company: Mindray India

Location: Greece

Category: architecture-and-engineering

Field Service Engineer, PMLS, Greece Location: Greece Frequent travel across Greece area, with flexibility to cover other areas from time to time (Cyprus/Israel/Albania) Highly Competitive Salary + Excellent Benefits + Career Enhancement Reporting to Southeast Europe Service Manager, Mindray Become part of one of the fastest growing med-tech companies globally. Due to the rapid expansion of Mindray's success, we are looking for highly skilled engineer, based in Greece, driven to succeed and available to travel across the country. This is a service engineer role as the member our Service Team in SEEU focusing on our PMLS business. You will be willing to work hard to deliver beyond the quality of service that our customers expect. In this role, you will ensure that our customers receive the best possible service support, and that the service is consistently of the highest quality. As an emotionally intelligent professional with a background of understanding and responding to customers' needs across Greece, you will use this role to join our growing business working alongside an innovative team, showcasing your appetite for overachievement. This role will be shaped by the right candidate, you will be a self-starter, with an unquestionable influencing and negotiation skills, energised by a varied and fast-paced role. In return you will work with industry-leading technology, backed up by stable double-digit growth, an awesome (and modest) management team, and a creative and disruptive working environment. Your responsibilities: Service delivery Perform on site & remote service, including installation, basic training, troubleshooting, repairing, replacing, routine check, preventive maintenance (PM), calibration, quality plan, Market and sales support usually within a specific geographic area Collect information about customer's need & competitors in service performance during

service delivery Direct service for the direct sale customer Customer management Actively visit key customers, understand product and service performance Track and solve abnormal situations and customer needs Assist sales&marketing in carrying out service activities for key customers and key business opportunities, and improve customer satisfaction

### 3 Service channel support and management

Support distributor, dealer or service channel remotely or on site for escalated issue Plan and deliver trainings to service channel to improve their service ability Monitor and improve service performance from service channel Project management For sales projects undertaken without service, select service channel providers, contract negotiation, contract signing, contract execution, monitor project execution, and pay service channel providers according to progress Work compliance CRM system operation compliance Spare parts management Service revenue: Through channel and client visits, discover and follow up business opportunities. Achieve the set tasks for the year Perform value-added service in region including BME interaction, service camp/service week

### What are we looking for in you? Knowledge and Education Requirements

Electronic biomedical or relevant professional category Over 3 years of working experiences in service, in medical equipment industry. Skillsets and Competencies Problem solving Good communication skills Willing to learn and skillful in sharing Adaptable to cross- culture environment. Good command of spoken and written English. Familiar with computer and office software.

### Physical Demands / Working Environment

The post holder will have frequent travel to domestic customers

### Working Relationships

The post holder primarily reports to the product line service manager The internal work interfaces include but not limited to: local sales, service team, operation team and financial team. The external work interfaces include but not limited to: distributors, end-users and the 3rd party.

### What's in it for you? What a team to join!

We are high profile within the business, well regarded and have superb leadership within the team. If you are looking to work with a manager that actively supports your continued growth and development... this is it. This is a superb opportunity to carve yourself out your career development, not only will you be the first PMLS focused service engineer in our business, but we see great development for the right individual, this could be a move into product management. Given the growth and agility of our business to focus on customer requirements, there are numerous opportunities open to highly customer focused, self-motivated, career driven people!

Mindray Europe, as part of the global Mindray business, offers a wide selection of bespoke benefits dependent on your location, along with a competitive compensation package and a

commitment to a long-term working relationship. With industry leading training and development available to you, you are sure to have a highly rewarding and mutually beneficial, career with Mindray, in a culture that values honesty and fun! Our goal is to continuously improve and sustain an inclusive culture in which diversity provides deeper customer insights and creates a competitive advantage in the markets we serve. By attracting, developing, and engaging the best team of diverse, empowered associates, we help build success for ourselves and our customers. Follow us on LinkedIn Tweet us on Twitter @MindrayGlobal Check out our YouTube Page As English is our business language - please submit your CV and application in English.

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