

Company: LIGHTMED CORPORATION

Job Title: GLOBAL SERVICE MANAGER

Department: SERVICE

Reports to: SITE MANAGER

Company Overview:

LIGHTMED CORPORATION is a medical device and technology company focused on developing, manufacturing and marketing a full spectrum of innovative laser systems for the ophthalmic market. Our product suite includes advanced solutions for cataract, glaucoma, corneal, and retinal diseases.

We have been in business since 1997 with our own R&D and manufacturing facility. All of our products are backed by an industry leading warranty and are guaranteed with proactive routine inspections through our sales and service centers located worldwide.

LIGHTMED provides a relaxed and “family-oriented” work environment with progressive advancement opportunities and a potential for international travel experience.

Job Objective:

We are looking for an enthusiastic Global Service Manager to join our team in running the Service Department.

The goal of this position is to assume full responsibility over all service related topics, all the way from technical to financial. This person will be responsible for running a Global Service Department that helps customers by providing product and service information, and resolving technical issues for clients.

Main Duties and Responsibilities:

- Responsible for P&L management – estimating, negotiating, and assisting in the development of budgets and timescales with internal staff and managers.
- Responsible for spare parts and service loaner management.
- Effectively manage team members, including technicians and advisors, to ensure team objectives and service goals are being carried out.
- Proactively approach customers every week and offer exemplary customer service, including maintaining customer relationships and taking care of any customer concerns or complaints quickly and professionally.
- Develop working knowledge of industry regulations, restrictions and laws; and ensure service department adheres to all regulations.

- Oversee team members performing inspections, preparing reports, and doing repairs; if necessary, carry out these job duties personally to ensure highest quality of work.
- Regularly audit work being done and customer service being provided to ensure all standards are met and that repair work is carried out effectively, correctly, and thoroughly.

Expected Competencies & Qualifications:

- BA/BS degree preferred in Electronic Engineering.
- Minimum 6 years' experience in customer service of medical device company.
- Excellent communication, good personal presentation, especially when working with customers face-to-face.
- Motivational skills and an ability to supervise and lead a team of customer service assistants/experts.
- Proven track record in customer service, effective marketing strategies and employee management.
- Organizational and planning skills to develop customer service policies.
- Experience with ERP (SAP) service module and KPI (Key Performance Indicators) management; knowledge in ERP is an advantage.
- Must be experienced with Quality Management (CAPA) & regulatory requirements (FDA, ISO 13485, CE mark, etc.)
- Must have Fluent English communication skills: verbal & writing; Mandarin is a plus.
- Candidate must live in San Clemente, CA area.

The position offers a great work environment with growth opportunities, supported by a competitive benefits package that includes:

- A competitive salary
- An incentive program based on KPIs that drive our business
- Medical Insurance

Job Type: Full-time

Salary Requirements: Please submit your resume along with your salary requirements to careers@lightmed.com.