

Company: LIGHTMED CORPORATION

Job Title: SERVICE EXPERT

Department: SERVICE

Reports to: GLOBAL SERVICE 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 Service Expert to join our Service Department.

The goal of this position is to repair, maintain and troubleshoot products; and to respond to customer complaints, requests and inquiries in a professional and timely manner. Work activities may include coordination, installation, de-installation, relocation, service and service upgrades.

Main Duties and Responsibilities:

- Answer phones, provide troubleshooting information, report and analyze customers' information and needs, issue billing details and open and close customer accounts.
- Provide specific information regarding the services, products or materials offered.
- Carry out on-site installations and repairs.
- Interact with clients to quickly solve their issues.
- Check existing problems.
- Team up with other professionals.
- Ability to lift up to 50 pounds.

Expected Competencies & Qualifications:

- BA/BS degree preferred in electrical or electronics engineering.
- Minimum 3 years' experience in customer service of medical device company.
- Excellent verbal and written communication skills, thorough knowledge of products, multi-tasking.
- Excellent mechanical skills.
- Excellent problem-solving abilities.

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.