

Career opportunity

Services & training customer care coordinator - Lausanne

Medidee Services is the Leading European Consultancy Services supporting Medical Devices and In-Vitro Diagnostics compliance with international regulatory requirements. We serve clients with hands-on support for compliance with applicable regulatory requirements of our clients' target markets. Our services cover all steps of Medical Device and IVD development, from the initial project idea, design and development, through to clinical validation, regulatory clearance and post market surveillance activities.

Based in Switzerland, Denmark, Belgium, Germany, India, APAC and the United States, Medidee Services is active worldwide. Our services include both the delivery of large-scale projects and a high number of small-scale commodity services. This second part is the focus of this position.

Medidee is also the promoter of the **CARAQA.com** university training program and part of the mission is to support it.

We are looking for a very organized and rhythmed person who would run the following operations:

Primary handler for miscellaneous commodity services requests, generating quotes for:

- Our catalog trainings
- EC / CH Representative services
- Small scale consulting services for recurrent Clients.

Acting as contact platform for our European and Swiss Representative services by:

- Filtering requests as per defined risk management rules
- Pacing the internal risk management reviews
- Organizing the administration of the accepted Clients.

Managing our regular training operations by:

- Maintaining training agenda (including updates on website)
- Planning trainings in collaboration with trainers / speakers / planning dept. of Medidee
- Handling information requests for public and in-house trainings
- Handling registrations and invoicing
- Managing and follow-up with quiz/satisfaction surveys
- Preparing and sending attendance certificates
- Ensuring all training materials and related information are properly filed.

Supporting large CARAQA programs by:

- Maintaining planning for the four academic regions
- Managing registrations and related invoicing
- Ensuring availability of Medidee speakers, in collaboration with the planning dept. of Medidee
- Communicating logistics with speakers
- Updating the various communication channels: Teams, Wiki, Website, Sharepoint, LinkedIn
- Organizing marketing LinkedIn posts, newsletters, group pics
- Supporting commercial events organization.

Working with us

You will be gradually transferred the various activities listed above from the current holders. Meanwhile, you will be trained on our various products / services and IT systems. Then, gradually, you will gain independence to lead alone this little “service factory”. An important part of the job is to be able to build-up robust processes and related tools that will enable a sustainable growth of the quantity and nature of delivered services.

Being part of a small but fast-growing group where individual skills matter. Autonomous, self-managed and able to adapt quickly, you will be required to address a large variety of situations.

We offer a continuously evolving environment for two main reasons: we grow at a steep rate and we regularly reshape our services portfolio. Your colleagues are engineers and scientific experts, and opportunities are provided to share experiences and competences.

We are looking for a new team member with:

- Strong “operations” related background: such as distribution planning, production planning, field service management, patient management, complaint management, or school / student management
- Capacity to manage a high number of parallel streams in a resilient way
- Capacity for qualifying leads in terms of risks and attractiveness
- University background
- Very organized – ability to act as a proactive information platform
- Able to understand our service products and our medical devices Clients
- Relax with technical / scientific environments
- Excellent English.

Interested? Send us an email including your CV, salary expectations, earliest available date and a short bio to:

pierre.geens@medidee.com