Promed – Service Manager

Named a Great Place To Work, Promed is a leading Medical Sales, Marketing and distribution company. Promed's product portfolio includes major brands from world class manufacturers such as Butterfly Network, Customed, Ansell, 3M.

Promed is committed to delivering a first-class service and our customer is at the centre of everything we do. This focus together with its detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the Promed brand. Our culture creates an environment of collaboration, innovation and trust.

The Role:
The **Service Manager** at Promed is responsible for leading and managing the Service Teams to deliver a high level of customer service. This role involves developing effective strategies, building strong customer relationships, monitoring performance, and ensuring the team meets targets. The Service Manager works closely with the Technical Lead to ensure that service quality and compliance are maintained at all times. Office based, hybrid or remote working arrangements considered for the right candidate.

The Person:
A high performer with the energy and enthusiasm to excel in the role is required. The ideal candidate will be commercially competent and possess strong leadership skills and a broad skillset necessary for success in an SME. You will be proactive and confident with excellent interpersonal skills, the ability to work independently, and make decisions is required.

Basic Requirements:

- Qualification in business or related field
- Previous experience in leading a services business
- Strong leadership experience managing and developing a team
- Strong customer focus
- Good business acumen
- Ability to analyse data and make strategic decisions
- Proficiency in CRM/ERP software and Microsoft Office Suite
- High level of integrity and professionalism
- Ability to work on own initiative and as part of a team
- Excellent communication, negotiation and interpersonal skills
- Flexibility and adaptability are essential

Responsibilities:

- Management of the Service Team
- Responsible for maintaining high-performance levels of service-related processes and the ability to implement improvements where necessary
- Build and maintain strong relationships with key clients, understanding their needs and providing tailored solutions.
- Responsible for Service delivery performance, meeting customer expectations and driving future demand
- Responsible for delivery of Service improvements, ensuring that actions are implemented on time and within budget
- Leading people management, including staff recruitment and retention, performance appraisals, training and mentoring
- Any other duties as may be required.

Key Benefits:

- 25 days annual leave per annum increasing with length of service
- Pension scheme
- Employee Assistance Programme
- Life Cover
- Active Sports and Social Club
- Profit Share
- Many opportunities for learning and personal development.

If you are interested in applying for this role, please forward your application to HR@PEI.ie.

Promed is an Equal Opportunities Employer