

Position Description

Position Title	Services Business Manager South West
Company	Draeger Australia Pty Ltd
Cost Center	13183241
Department	Medical Service Vic
Effective Date	
Name	

Purpose of Function

The purpose of this position is to take the ownership of the customer engagement in the regions assigned, providing a point of contact for existing customers and potential new customers, tasked with developing and diversifying the business for future growth of the organization in the areas of revenue, profitability, productivity and customer partnership, taking in to consideration all short-term and long-term goals set by the organization's Go-to-Market strategies.

Tasks and Responsibilities

Business Management and Development

- Having an in-depth knowledge of the Services business products and value proposition, develop growth strategies and plans, with guidance and assistance from the Services Business Development Manager, with ensuring proper actioning of such strategies and plans in the assigned regions.
- Manage and retaining relationships with existing customers, with increasing customer base through growth, negotiating with stakeholders through identification and mapping business strengths and customer needs
- Researching business opportunities and viable revenue streams, with proper tracking and documentation via our internal funnel management system (CRM 365)
- Developing and positioning new contract business, taking the lead key responsibility of its formation with coordination and assistance from Service Administration team and the Services Business Manager; ensure contract renewals are appropriately positioned prior to expiration/renewal to support Service Administration team of efficient and accurate contract release for a positive customer experience.

Team Leadership

- Plan and direct the activities of the Team Leaders, Senior Engineers and/or all field Service Team assigned, ensuring all staff are motivated and engaged to attain all organizational KPI's.

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- Develop and manage Team Leaders and/or Senior Engineers, ensuring the proper distribution and dispatching of Service work, ensuring work is completed on time by suitable qualified and experienced Service Engineers as a daily operational key responsibility.
- Coordination of physical & staff resources, in conjunction with Team Leaders and/or Senior Engineers, ensuring availability to achieve department objectives while ensuring efficient and profitable outcomes.

Standards and Reporting

- Regular reporting to Management and key stakeholders on business performance to assigned KPI's as prescribed by the business
- Ensure all service work is conducted in conformance with local, industry and site regulations
- Ensure that all fiscal transactions are carried out according to Draeger policies and procedures
- Monitor and take accountability to ensure Services install base management is up to date and accurate in-line with customer and organizational contracts and KPI's, by managing Team Leaders and/or Senior Engineers through training, development and continuous quality control.

Health, Safety, Environment & Quality

- Ensure staff training current in accordance with Draeger training processes to ensure competence on new procedures and requirements.
- Conduct all activities in conformance with Draeger Management (I.M.) Integrated Management System including OHS&E to ensure conformance with OH&S standards and to foster a culture with safety in front of mind.
- Fostering a culture of safety first, perform all activities with safety as a priority; following OH&S standards and the Dräger Integrated Management System (IMS).

Staff Management

- Coach, monitor and provide performance feedback and development opportunities for staff which facilitate achievement of organizational and professional goals.
- Manage and develop region's Services Team with escalations in customer support, business development and continuous coaching of the Services Team to promote improvement and high performance.
- Recruitment, selection and training of high calibre candidates into Services roles in a timely and effective basis to ensure a strong sales team who are capable of achieving the goals and KPI's set by the organization.

Additional Roles


Other duties, as required by the business.

Reporting Relationships

Reports to:

This role directly reports to the Regional Manager in the region and indirectly reports to the complementing region for all operations regarding the assigned region. Additionally, this role indirectly reports to the Pacific Services Manager Medical for technical, operational and strategy related business requirements of the Pacific Region.

Position Requirements	
Education	<ul style="list-style-type: none"> Higher Education certificate in Biomedical Engineering, electronics – preferred. Or equivalent Field Service work experience in the medical device industry.
Related Experience	<ul style="list-style-type: none"> Experienced in people management including leadership competencies according to the LEAD criteria.
Skills, Special Competencies, or Certifications	<ul style="list-style-type: none"> High-level communication skills Stakeholder management skills Proven ability to negotiate Experience with design and implementation of business development strategies Analysis & problem-solving skills Strong Interpersonal & facilitation skills Ability to develop detailed knowledge of Draeger Medical products & services and their application Experience working under pressure and organising work priorities to meet deadline Conflict resolution The ability to self-motivate and motivate a team Computer skills – Microsoft Office, CRM applications Current Driving Licence Demonstrate WE LEAD Competencies (I Build Trust, I create value for the customer, I embrace diversity, I deliver results, I enable others, I provide direction).

Approved by Date/Signature Manager	 Alan Moreland (Mar 9, 2022 16:08 GMT+11)	Mar 9, 2022
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Seen by Date/Signature Employee	
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Please send the original to Human Resources.

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