

Job Description

Product Coordinator

Scope:

- The *Product Coordinator* position reports to the *Director of Support Services and New Product Integration*. Product Coordinators are facilitator positions, responsible for helping to identify appropriate information from HMSA technical experts and vendors, and then leveraging that information, to impact the Support Services department's key performance indicators (KPI's). These KPI's will include but not be limited to the following for each product distributed by HMSA:
 - *Acute Downtime*: Number of systems per month down more than 24 hours divided by the total number of systems
 - *Service Labor*: Average non-installation service hours per system per month
 - *Parts Usage*: Number of parts used per system per month
 - *Parts Orders*: Number of parts ordered per system per month

Knowledge and Experience:

- Bachelor's degree from an accredited four-year college, preferably in biomedical or electrical engineering, is required
- Industry and electronics experience is a plus but not required

Other Qualifications:

- Must have strong problem solving skills
- Must have ability to manage and execute multiple projects at the same time
- Must have strong leadership skills
- Must have strong communication skills
- Must have strong computer skills
- Must have strong writing skills
- Must have strong organizational skills
- Must be self-motivated
- Must have a valid driver's license
- Must have a national credit card

Responsibilities:

- Perform root cause analyses for the Support Service's KPI's
- Assist in communications with HMSA's vendors
- Facilitate CAPA activities and other quality functions as needed
- Assist the technical support experts in the Support Services group in analyzing problems, running experiments, and creating associated solutions
- Work with the technical support experts in the Support Services group to organize/document/package/report on the information/tools/etc. created by the experts for distribution throughout the Service organization.
- Communicate in appropriate manners with individuals throughout the HMSA organization, its vendors, and its suppliers
- Work closely with members throughout the HMSA Support Services group and the HMSA Field Service organization (on occasion this will involve working odd hours)
- Write reports
- Travel to various customer sites, suppliers, and vendors as-needed
- Keep complete and thorough records of communications related to active, inactive, and completed projects
- Perform other duties as directed by the *Director of Support Services and New Product Integration*