



## **DIRECTOR OF CUSTOMER SERVICE**

### **ABOUT US**

Cytrellis, a venture-backed medical technology company, has developed a new, proprietary category of micro-coring devices designed to remove sagging skin associated with aging, without surgery or scarring. Our devices have the potential to provide aesthetic practitioners with an unprecedented ability to improve age related changes in skin and restore youthful beauty. Cytrellis is dedicated to working with leading physicians to develop unique product solutions which emphasize safety, clinical results, and improved quality of life.

### **SUMMARY**

The Director of Customer Service will lead the customer service organization, providing customer service while developing the strategy, vision and expansion of the global Customer Care team. This role will collaborate with all internal stakeholders, including engineering, quality, marketing, etc., to ensure customer service objectives align with corporate goals, providing insight into patient behaviors, and product usage. The Director of Customer Service may be required to perform all or a combination of the following essential responsibilities as determined by necessity.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serve as a member of the company's leadership team
- Create a "best in class" customer service model and strategy based on customer needs, continuously improve the overall customer care operating model. Including support for patients and physicians
- Develop the strategic roadmap to enable the customer care organization to continually meet the expectations and needs of the US market and eventually an expanding and global customer base
- Create a culture of continuous improvement, consistently focused on providing service that adds value to the customer experience
- Develop strategies and programs that will leverage resources, experience, organization and technology to improve customer experiences
- Develop and manage call center
- Coordinate clinical training and product installation activities to support sales
- Develop reporting and data analysis strategies to provide the appropriate insight into product usage, service needs and process improvement; collaborating with internal business partners to ensure their information requirements are met
- Prepare annual budgets and operating plans
- Create the customer service team structure, hire, develop and mentor the team
- Create and manage the field service/loaner system and warranty program

## **EXPERIENCE AND TRAINING**

- Bachelor's degree or equivalent experience with a minimum of 10 years experience required
- 7+ years Call Center Experience and equipment service experience required
- Medical device industry experience in a customer service environment required, familiar with medical device regulations
- Experience with ERP and CRM business applications
- Strong interpersonal, project management and communication skills required
- Strong written and verbal communication and presentation skills. Ability to present and effectively communicate complex clinical and technical data to the audiences of various backgrounds and knowledge levels
- Strong computer skills and familiarity with Microsoft Office and other related software
- Ability to handle time constrained projects simultaneously
- Proven ability to communicate at all levels of the organization
- Strong analysis and problem-solving skills
- Strong telecommunications and information technology experience
- Availability to travel up to ~10%, when necessary