Position Title: Field Service Manager

Department & Cost Center: Technical Services

FLSA Status: Non-Exempt

Supervisor: Director of Business Services

Grade Level: 12

Date Approved by HR: September 2009

Position Overview:
This position is responsible to manage the overall selection, preparation and training of the field service staff (in coordination with regional territory leaders). This preparation is designed to facilitate successful delivery and recording of all standard Laerdal Services offered within the portfolio of products. This position will compose or coordinate with others in the composition of Laerdal training materials on three levels of delivery: Laerdal Customers, potential Laerdal Customers, and internal Laerdal staff. The role will also help to develop, compile and keep current product documentation in support of installation or servicing of Laerdal product. This range of products may include activities from product installation, preventive maintenance to software upgrades and product refurbishment. This position will work closely with global counterparts in the Services organization to maintain consistent development and delivery of the technical services products, presentations or training activities. This role should also be prepared to provide consultation or guidance on technical services when in contact with current internal, external or potential customers.

Essential Duties and Responsibilities:

- Provide quality service to Laerdal’s internal and external customers in all assigned tasks, while upholding Laerdal Values at all times.
- Ensures timely consistent delivery and recording and reporting on this delivery of Laerdal Services purchased by and owed to customers
- Develop and deliver programs for Laerdal Staff, Laerdal Customers or potential customers.
- Develops and administers tests to measure effectiveness of curriculum or services.
- Develops and delivers in-service training program for staff.
- May also develop, administer and compile result of questionnaires to evaluate and improve training programs.
- Prepare and ensure team budgets and training objectives are set, communicated and achieved.
- Provide active participation in global services workshops and meetings to ensure consistent product and process delivery
- Supporting elements to ensure successful and consistent educational experience.
- Oversee and assure quality in-service training delivery by Laerdal and third party trainers.

Responsibility and Decision Making Authority:
Prepares and monitors annual team budgets
Maintains and reports team KPI’s in support of ISO Management Review
Provides input and feedback to Regional leadership on FSE MBO goals and progress.

Management/Supervisory Responsibilities:
Field Service team and local supporting within Laerdal Offices

Qualifications/Competencies/Position Requirements:

NOTE: This document is an outline of the primary tasks assigned and may be changed at the discretion of management, formally or informally, either verbally or in writing. All team members are expected to assist Laerdal in achieving its goals even if such tasks are beyond the scope of this outline. The job description does not constitute an employment contract, implied or otherwise, other than an “at will” relationship and is subject to change by the employer as the needs of the employer and requirements of the job change.
Knowledge, Skills, and Abilities:
- Must have clinical or technical level working knowledge of Laerdal products.
- Project or product management experience would be valuable
- Internal and external training skills are required.
- Highly developed organizational skills and ability to prioritize, plan and execute are key success factors in this position.
- Exceptional interpersonal and communication skills.

Education and Experience:
- Bachelor degree in Business, or related field.
- Experience in field work and heavy customer contact is considered valuable and a critical key to the success of this position as well as staff development
- Two to three years history of demonstrated success in work experience in customer related activities or program development

Licensing and Certification:
- Clinical certification or license in related medical fields will also be considered, such as RN, LVN, EMT and Paramedic license or certification a significant plus.

Working Hours:
Monday through Friday, Minimum of 35 hours per week, may require additional time to meet local or global deadlines.
As this position also interacts directly with customers or potential customers some evening or weekend work may also be required.

Working Environment:
Usually performed in the local office setting, labs, or customer sites.

Tools and Equipment Used:
Full array of Laerdal products and services, PC, and other typical office computer programs

Travel: Domestic travel approximately 25% to alternate Laerdal sites and possibly to sales conferences or customer sites. International travel may be required for product training purposes or development of training programs.

Physical Demands:
Ability to speak to and hear customers and or other employees via phone or in person.
Ability to lift 90 pound manikins or other training products.