

VP Service

Description

Responsible for developing and implementing strategies, initiatives, and objectives for NXC service. Direct a field and support business to accomplish field service objectives. Work with VP of Strategic Business on NXC's Independent Service Offerings (ISO). Lead the customer-facing field service team (FEs and Project Managers) and the NXC service support team. Visits and participates in major customer meetings as well as vendor Partner meetings.

Responsibilities

- Lead field service team and NXC service support team
- Develop and execute the annual service strategy for service offerings and delivery
- Collaborates with Executive Leadership team to develop long-term strategic goals
- Drive customer satisfaction through delivery of top-quality service and relationships
- Responsible for developing and maintaining service budget
- Ensure service coverage is adequate in NXC territory
- Develop and report on service analytics
- Build relationships with key customers
- Work with Sales and VP Strategic Business on multi-vendor service offerings
- Responsible for continuous improvement opportunities
- Provides company-wide department updates at Quarterly updates and similar company meetings

Qualifications

- 4-year bachelor's degree in related field, or equivalent experience
- 5 plus years management experience, preferably in medical imaging
- Experience in leading a team to success by creating and managing a performance driven, metric-oriented environment
- Skilled in talent management; motivating, developing, directing employee work performance, as well as hiring new talent when required
- Strong communication and presentation skills
- Solid understanding of field service and service support function
- Solid understanding of financials, budgets, metrics, forecasting, trends
- Ability to work collaboratively and build strategic relationships, both internally and externally.
- Strategic thinker
- Effective negotiating skills
- Embrace *Never Ordinary* culture
- Customer first perspective - build solution around customer needs
- Willingness to be hands on and stay in the fray when the need arises
- Lead by example, demonstrate NXC's core values
- Entrepreneurial mindset; encourage creativity, flexibility
- Sensitive to the team's work-life balance

May 2023

NXC Imaging is committed to providing Equal Employment Opportunity (EEO) to all applicants and employees regardless of their race, creed, color, religion, sex, age, national origin, disability, military service, protected veteran status, genetic information, sexual orientation, gender identity, or any other characteristic protected by federal, state, or local law. We are strongly committed to this policy and believe in the concept and spirit of the law.