



Manager, Custom Eyes

Location: Bidford, UK

COMPANY OVERVIEW

BVI® is a global ophthalmic medical device manufacturer with a mission to deliver high quality solutions and innovation for advancing eye surgery and improving the vision of patients. With nine decades of developing leading products and solutions, BVI partners with ophthalmic surgeons to improve the vision of millions of patients across the globe. Our team supports surgical teams, in more than 115 countries worldwide, either directly or through our network of trusted distributors. Our trusted brands include: Beaver® (Knives and Blades), Visitec® (Cannulas), Malosa® (Single-Use Instruments), Vitreq® (Vitreoretinal Surgical Products) and PhysIOL® (Premium Intraocular Lenses).

PURPOSE

The CustomEyes Support Specialist is a pivotal role in BVI marketing that supports both the needs our CustomEyes customers and the needs of our business. The CustomEyes Support Specialist responds the CustomEyes inquiries/requests of both customers and the sales team and serves as the “voice of the customer” during internal company meetings. This role is also responsible for monitoring the end-to-end production of our CustomEyes packs from pack samples to new pack submission and helps maintain the appropriate inventory levels of our CustomEyes packs. This role serves as the bridge between our customers/sales team and the BVI operations team and requires constant communication between several BVI departments.

RESPONSIBILITIES

- Respond to the customer inquiries/requests to the CustomEyes inbox in a timely manner. Create a positive customer experience and maintain relationships with current customers.
- Serve as a product expert of CustomEyes pack components, be able to make product recommendations to both customers and sales reps
- Manages product exceptions, substitutions and quality issues as appropriate, in tandem with supply chain, quality affairs and operations
- Serve as the “voice of the customer” during internal meetings and balance the needs of the customer with the needs of the business.



- Serve as the bridge in communication between internal BVI operations and the customer/sales team
- Collaborate with BVI operations team and pack production team in Juarez to ensure the timely production and availability of CustomEyes packs
- Collaborate with BVI operations team and pack production team to create a weekly update of low inventory packs to be sent to the sales and marketing team
- Manage and monitor the process for new pack submissions and pack changes, collaborate with all relevant departments to ensure timely completion.
- Advise marketing of potential solutions to streamline processes and improve communication

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Strong understanding of BVI customer service processes, systems and resources
- Strong understanding of CustomEyes product offering
- Ability to establish and maintain effective working relationships with customers, sales reps and BVI coworkers
- Strong analytical, planning and organizational skills
- Self-starter with ability to work independently under pressure and react quickly to changing priorities
- Strong interpersonal and communications skills (oral & written) and experience leading without direct supervisory authority
- Consistent positive interaction with other members of the team and ability to drive collaborative efforts with cross-functional teams

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in marketing, business, analytics or related field and 3+ years relevant experience; or equivalent combination of education, training and experience
- Salesforce.com Admin or developer or CPQ specialist certificate



PHYSICAL REQUIREMENTS

- Extensive use of keyboard requiring repetitive motion of fingers.
- Extensive use of telephone and face-to-face communication requiring accurate perception of speech.
- Regular sitting for extended periods of time.
- May require occasional travel, particularly for remote applicants.

BVI is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Important notice to Employment businesses/ Agencies

BVI does not accept referrals from employment businesses and/or employment agencies in respect of the vacancies posted on this site. All employment businesses/agencies are required to contact BVI's human resources department to obtain prior written authorization before referring any candidates to BVI. The obtaining of prior written authorization is a condition precedent to any agreement (verbal or written) between the employment business/ agency and BVI. In the absence of such written authorization being obtained any actions undertaken by the employment business/agency shall be deemed to have been performed without the consent or contractual agreement of BVI. BVI shall therefore not be liable for any fees arising from such actions or any fees arising from any referrals by employment businesses/agencies in respect of the vacancies posted on this site.