

PLANNER & SCHEDULER

Posted on 10 juli, 2024

Company Name bioMérieux

Location Göteborg

Job Description

As the Planner & Scheduler at bioMérieux you are the the interface between Support Center & Field Service activities in the Nordics. You're responsible for updating and monitoring the field agents resources capacity, schedule in an accurate manner, with proper urgency assessment, considering spare parts supply constraints. In close collaboration with Customer Relationship Center (CRC) Manager and Field Teams Manager you ensure optimal customer service experience.

Main Accountabilities

- *Optimize service and support planning, assignment and dispatching work orders/ service appointments*
- *Update and manage the service teams schedule in a timely and accurate manner, manage geographic & organization complexity*
- *Plan and communicate on assignments in advance*
- *Assign and dispatch field agents with the right skills to a work order, in alignment with service levels and severity*
- *Ensure and check if field agents are equipped with required parts and tools to perform field service visits*
- *Inform customers and confirms appointments*
- *Coordinate, communicate and work cross functionally with service teams*
- *Identify resource needs/shortage/excess*
- *Work closely with supply chain to provide input for spare parts planning, orders and delivery*
- *Inform stakeholders about any unplanned activity*
- *Assist CRC Manager and Field Teams Manager with administrative tasks in Salesforce CRM360*
- *Registration of tools certificates in Salesforce CRM360*
- *Quality control of field activity completion*
- *Tasks related to service-on-demand invoicing*
- *Field action management and planning (including but not limited to): send customer letter, arrange translations of customer letters*

Skills and Qualifications

- *IT skills: fast learner and adapts easily to new software, knowledge of Microsoft Office package*
- *Communicate easily and being a team player*
- *Accurate, flexible, reactive and quality oriented personality is a requirement*
- *Assertive with internal and external stakeholders*
- *Ability to work in full autonomy and make decisions based on decision matrix*
- *Act proactively and manage priorities*
- *Work in a project mode within a given timeline*
- *Feel motivated in joining a team working in a high quality diagnostic company with both clinical and industry customers*
- *Knowledge in Salesforce CRM360 is qualifying*
- *Previous experience working with customer service or product management and/or planning is qualifying*
- *Fluent in English and at least one Nordic language*

The position is based at the office in Gothenburg with some possibility for hybrid work.

Join us in making a difference in healthcare and food safety!

To apply

We are looking forward to receiving your application as soon as possible. For more information about bioMérieux, the role and to apply, please contact Emil Jakobs, Moveup Consulting AB, 070 264 98 93.

Applications must be sent by e-mail to: emil.jakobs@moveup.se

By submitting your application, you also give your consent to storing your personal information, including CV & Cover letter, and that we own the right to share this information with third parties (our client). You can withdraw the consent at any time.

Om företag

BioMérieux is a global leader in in vitro diagnostics (IVD) and microbiology testing. They specialize in developing and manufacturing diagnostic solutions for clinical laboratories, hospitals, and industrial laboratories.

Their products cover a wide range of areas including infectious diseases, cardiovascular diseases, cancer, and microbiology. They offer a variety of diagnostic tests, instruments, and software solutions designed to detect and identify pathogens, monitor disease progression, and guide treatment decisions.

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