

Field Officer Administration

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Company: 0652 Siemens Healthineers Oncology Services Algeria

Location: Sidi M'Hamed

Category: other-general

Description

The Field Officer Administration (FOA) is the first point of contact for the Service Team, ensuring calls and e-mails are handled in a timely manner, and for coordination of all applicable field service, helpdesk and administrative operations. The key function of the Field Office Administrator is to provide administrative and clerical support reporting to the local Service Manager. This is an office-based role in Algiers, Algeria.

Key responsibilities:

Performs a variety of customer facing and clerical functions in a field office in support of service activities.

Create & enter new customers, Archive and maintain service & installation documents, Inputs and maintains the accuracy of customer related data in SAP or Workday.

Runs operational performance reports from SAP, Unity, QlikView or Workday as required for management, review and processes Work order generated by the Field engineer's Electronic Field Service Reports (EFSR's) at Service Manager demand, in a timely manner ensuring accuracy and timely submission with the closing.

Maintain accurate customer contact in Unity to properly review the quarterly Customer survey distribution list.

Keep up to date on new procedure, products, deliveries, service rates and receives training

providing sufficient product knowledge to communicate effectively with customers.

Coordinate messages, appointments, information to callers, file maintenance, department office supplies and mail

Follow up on Varian Service team training requirement, could organize travel, hotel booking, etc.

Operates office equipment & answers incoming calls and exercises judgment in their further handling.

Directs customer inquiries on routine matters to appropriate personnel in the field office.

Types and proofreads letters, ports when requested.

Establishes and maintains accurate records, filing, and follow-up systems in accordance with needs of the office.

Train new hires on procedures and paperwork, Schedules appointments, meetings, etc., makes travel arrangements.

Maintains customer contact accurate for Product Notification Letter mailing, an insure follow up of Proof of Notification in Unity

Provide and document reports for internal and SOX Audit when requested.

Organize and participate to customers meeting, Distributors workshop at the office or abroad.

Act as a backup for the logistics personnel during their absence, ensuring the smooth operation of logistical processes.

Minimum Required Skills and Knowledge

Minimum of 3 years' experience in a similar role.

Holds a university degree of at least three years in a technical field.

Excellent fluency in Arabic, French, English verbal, spoken and written is mandatory.

Highly effective interpersonal skills & communication skills.

Possess a Customer Service background, ideally in after sales.

Must be a self-motivated team player.

Highly organized, multi-task oriented and works well in a changing environment.

Computer literate with MS Windows and Office.

Obtains and completes LMS / Learn4U training plan specific to assigned responsibility.

Proficient in utilizing business tools such as: E-mail, Microsoft Word, Excel, Teams and PowerPoint.

Experience with ERP product (Workday) and productivity software desired. Experience on CRM product like SAP Salesforce would be beneficial.

Excellent attention to procedural detail with a high level of accuracy.

Creative, self-disciplined and capable of identifying and completing critical tasks independently and with a sense of urgency.

Have an overall understanding of customer care and experience management.

Must understand team collaboration in a matrix environment and have effective networking/relationship building skills at all levels within and outside of the organization.

Able to work independently, make decisions within the scope of this role and adhere to the corporate policies and procedures.

Be a critical thinker with a clear communication style who is pro-active, logical, analytical and results oriented.

Completed Military Obligations.

#LI-OSI

Varian is required to comply with all local and applicable regulations that may be associated with vaccine requirements for certain roles.

Fighting cancer calls for big ideas.

We envision a world without fear of cancer. Achieving this vision takes dedication and commitment from all of us, every single day. That's why we celebrate and value the

distinctly beautiful and intersectional identities of each of our employees. We are a mirror of our patient-base, which allows us to innovate. Big ideas come from everywhere, and the best ideas are fostered by our unique individual experiences. At Varian, we encourage you to bring your whole self to work and believe your bold and authentic perspective will help to power more victories over cancer.

#TogetherWeFight

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