



Job Description

- Company: HOLOGIC Japan
- Position: Service Sales Specialist
- Report to: Director, CX & FS
- Location: Tokyo

HOLOGIC: The Science of Sure

Driven by our ethos, *The Science of Sure*, we're a diverse, dedicated, creative team that develops, markets and services some of the most innovative and accurate diagnostic imaging systems and surgical products on the planet. Our core business units are focused on breast health, diagnostics, GYN surgical, and skeletal health.

While we're focused on and passionate about our work, we never forget that what we're really doing is giving people greater confidence and peace of mind in their diagnosis—*enabling healthier lives, everywhere, every day.*

Specialties: Breast & Skeletal Health, Diagnostic, (GYN Surgical Solutions=not in Japan)

- Website: <http://www.hologic.com>
- Industry: Medical Devices
- Type: Public Company
- Headquarters: 250 Campus Drive Marlborough, MA 01752 United States
- Company Size: 5001-10,000 employees
- Founded: 1985

Summary of Duties and Responsibilities

1. Primary responsibility will be focused on selling service, and service contracts on all Hologic equipment within assigned territory.
 - Responsible for renewal of existing service agreements prior to expiration by submitting a renewal offer ninety days before expiration date and follow up every thirty days until renewed.
 - Submit service agreement quotes to all warranty sites, ninety days prior warranty expiration and follow up every thirty days.
 - Be actively involved with the field engineers and provide contract quotes to all time and materials customers who routinely call for PM's and service.
2. Establish and maintain a service contract database by field engineer that will be utilized to forecast revenue on a monthly basis.



- Track and report all key business indicators as defined by the District Service Manager (Key indicator may include: 30/60/90 day contract renewal performance, lost business analysis, expired contracts/warranty status, discount tracking).
 - Analyze existing service agreements and recommend improvements to offerings or develop new offerings as requested by customers, sales or service.
 - Before presenting a contract renewal to a customer, review service histories to insure contract profitability is being met.
 - Escalate any product or service issues effecting customer satisfaction to the District Service Manager for resolution.
3. Regularly visit existing Hologic customers either alone or with the appropriate sales/service personnel to assess satisfaction with Hologic.
- Provide assistance, mentor and train field personnel on how to approach and sell service agreements to customers.
 - Acquire and publish competitive pricing and program information. Evaluate competitive service offerings and develop program to counter it.

Qualifications

- Must have effective communication skills both written and oral.
- Ability to work and make sound financial decisions with minimal supervision.
- Capable of handling multiple tasks and priorities.
- Must be able to travel frequently, overnight stays will be required.
- Proven track record on selling and renewing service agreements.
- Familiarity with the Hologic product lines and or similar medical imaging equipment.
- Mandatory skills: must be computer literate and highly organized.
- Effective communicator both written and verbal: ability to communicate with all levels of management and personnel – both internally and at the customer level.
- Must possess a high degree of initiative, be a self-starter.
- Proven ability to mentor and train work associates and other personnel.
- Must be able to display flexibility when dealing with problem customers and situations, and be able to think creatively when dealing with complex problems. – i.e., the ability and willingness to “think outside the box”.
- Desirable skills: Experience with automated quoting systems. Experience with Oracle software and automated reports. Phone selling skills, and or experience with tel-marketing.

Education

- Bachelor degree, or equivalent. A degree in business administration is preferred.



Experience

- A minimum of 5 years experience in the medical industry related to x-ray, digital imaging, or medical diagnostic equipment. Prior marketing and/or sales experience selling medical capital equipment and service strongly preferred.

Specialized Knowledge

- Must be proficient with Windows and Microsoft office software.