



RENOVO Solutions

Job Description for

OPERATIONS SUPPORT SPECIALIST, LIFE SCIENCE

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Summary

The Operations Support Specialist (OSS) is key to the success of the Renovo asset management program at Life Science customer facilities. The OSS is the primary customer liaison at the facility and is responsible for all on-site account management and must maintain an exceptional relationship with the account sponsors, facility staff, equipment operators, vendors, and service personnel. The OSS is required to demonstrate excellent customer service, time prioritization, communication, administrative, and organizational skills.

Essential Duties & Responsibilities:

- Coordinates Service** - The Operations Support Specialist' primary responsibility is to manage and coordinate all service and maintenance activities on Renovo covered scientific equipment at their assigned facility(s). In this capacity, the OSS;
 - Must ensure the inventory of covered devices is current and accurate,
 - all customer needs are responded to promptly,
 - service events are scheduled and resolved in a timely manner,
 - all documentation is entered in RENOVOLive™ within 24-hours of work completion,
 - and timely, courteous communication is always provided to the customer.
- RENOVOLive™ Site Administrator** – The OSS is responsible for maintaining all aspects of Renovo's computerized maintenance management system (CMMS). This includes;
 - Maintaining the accuracy of the database inventory,
 - ensuring the proper budget is assigned for every device,
 - ensuring scheduled maintenance (SM) for all devices is accurate and level-loaded,
 - performing Adds/Deletes of equipment with proper customer approvals,
- Manage Personnel** - manage the schedules of technical personnel who are not their direct report(s).
- Investigate Svs Options** - consider alternative means of service
- Manages and Coordinates all Maintenance Activity**
 - Corrective Maintenance Requests – receive requests, triage, timely submittal of service reports
 - Outside Vendors
- Generate Reports / KPIs** –
- Orders Parts**
- The OSS must exhibit excellent communication skills, initiative, leadership ability and



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personnel skills. The OSS must have the ability to establish priorities and manage the schedules of technical personnel who are not their direct report(s). Additionally, the support specialist must consider alternative means of service including manufacturer versus independent service organization, or direct Renovo service, and present these options to both the technical director, and director of Life Science operations. The OSS must work well with both internal and external customers in a manner that is sensitive and responsive to all customers and coworkers.

9. Other important duties include generating and presenting monthly reports and service reviews, and routinely visiting instrument operators and scientist to ensure their needs are being met.
10. Coordinates and monitors till completion outside vendor services provided to account. Escalates challenges as applicable and works with all parties to resolve escalation while keeping the end user and sponsor updated at all times. Will also be involved and responsible for the negotiation of service contracts when necessary.
11. Responsible for processing inventory additions and deletions to the **RENOVO** Services agreement, while maintaining an accurate inventory in **RENOVOLive** and customer CMMS if applicable.

Will routinely inventory cycle counts to validate inventory accuracy. Communicates with appropriate support staff pro-actively to assure customer satisfaction with the **RENOVO** program. Meets with sponsor weekly to review agreed upon metrics and data related to program performance, while also discussing escalations and other important topics.

12. Must work independently to schedule all SMs (scheduled maintenance) proactively while balancing repair calls (corrective maintenance) as required. Will always pursue a SM monthly completion rate of 100%. Must respond to all urgent requests for service verbally within 15 minutes.



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Essential Duties & Responsibilities (continued):

13. Must prioritize balance of repairs and scheduled services accordingly. Will monitor all repairs till completion, then follow up with equipment end user to make sure they are satisfied with the repair.
14. Orders and tracks all necessary parts and purchased services for repairs using the approved purchasing method for the account. Demonstrates good judgement on which repairs are attempted on-site. Will obtain sponsor approval on certain part acquisitions (will be specified), and responsible for maintaining and accurate inventory and usage report.
15. Maintains timely and accurate knowledge of equipment status through proper use of department schedules, inventories and PM schedules.
16. Must exhibit extraordinary customer relations skills. A close daily relationship with the customer sponsor and account staff requires a high level of customer satisfaction and perception of value per dollar cost. Company image is perceived primarily through contact with the customer and onsite personnel.
17. Must work closely with his or her Managers to keep them informed of account status. This must include SM status, repair status, level and type of projects underway and customer concerns, challenges and escalations.
18. Assists in user education and new equipment evaluation as requested. Assists in evaluation of predictable life span of aging equipment.
19. As pertaining to equipment management, tracks safety and quality related issues as required by the facility including hazard notification, equipment failure related to end user safety, manufacturer recalls and mandatory equipment notifications and upgrades. Attends Safety / OSHA Committee meetings as required by the facility.
20. Performs other duties as assigned, including escorting vendors, and assisting with on-site repair calls as needed.
21. Performs other duties as assigned by your Manager.



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Education/Special Training:

- B.S Degree or equivalent required.
- Minimum of 2 years of experience in the Life Science / Research industry preferred.
- Exceptional organizational and administrative skills required.
- Excellent written and verbal communication skills required.
- Proficient in Microsoft Office products, with emphasis in excel.

Required Competencies:

- Accountability – takes ownership of assigned work and responsibilities, follows through and closes the loop
- Communication – clearly expresses thoughts and ideas both in written and verbal communications, provides timely information
- Customer Service – demonstrates a “customer-first” mentality, focused on meeting the needs of customers and captures feedback to make improvements
- Priority Setting – Prioritizes assigned schedules and workload
- Technical Knowledge - Basic understanding of general clinical patient care devices and their use within the healthcare facility

Required Work Hours

Forty hours per week during daytime and evening hours, unless otherwise specified. Scheduled work hours may change. Overtime may be required or permitted with prior approval. On call may be required.

Reporting and Supervisory Responsibilities

- The Operations Support Specialist reports to – Account Manager, Life Sciences
- This position has no supervisory responsibilities



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Physical Requirements

- The Operations Support Specialist must be able to speak, hear, see, read, write, type, dial, reach, and bend.
- Prolonged standing and walking.
- Frequent bending, stooping, reaching and lifting.
- Occasional squatting, climbing stairs, crouching and kneeling.
- Frequently lifts and carries up to 50 pounds.

Travel

Short distance travel may be required for this position while supporting multiple Life Science accounts. Some airline and overnight travel may be required but infrequently.

Working Conditions

- Works in an office and laboratory settings.

Equipment Used

- Computer.
- Telephone.
- Calculator.

Classification

FLSA: Salaried, Exempt

Relationships

Utilize teamwork in your daily activity and insure customer satisfaction.

Administration:

- Understand and observe company policies and procedures.
- Submit timely and accurate service reports, time sheets, expense reports, film badges and other paperwork as assigned.
- Understand and observe company policies and accounting procedures.
- Be a professional liaison between the company and the customer to solve all of their problems.



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Other:

- Safety – Understand and follow good safety procedures, while also following customer safety training and policies.
- Housekeeping – Maintain a clean, orderly appearance of all work areas, including office, toolbox and job site.
- Personal appearance – Service personnel must observe company dress code at all times and must have good personal hygiene.

****Note:** This position description does not list every activity, duty, and responsibility of the position and may be altered by **RENOVO** at any time.

This job description has been approved by all levels of management:

HR: Amanda Aguirre, Director of Human Resources

EEO Statement

RENOVO Solutions provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, RENOVO Solutions complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

RENOVO Solutions expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of RENOVO's employees to perform their job duties may result in discipline up to and including discharge.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. Also, acknowledges that a change in duties with or without notice can occur at any time. Employee is an "at-will" employee and this does not act as a contract of employment.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____