

Job Title: Loaner Team Member

Department: Operations

Reports to: Operations Manager

Position Summary: Act as role model and expert for loaner kit processing. Oversee the distribution of products/services for sales personnel and customers to include: order entry, picking, shipping, tracking and usage.

Qualifications required:

- Valid Driver's license and good driving record
- High School diploma or equivalency

Qualifications desired:

- Bachelor's degree in related field
- 1 – 3 years experience in medical device distribution
- Microsoft Office (Excel, Word and Power Point)

Essential functions and responsibilities:

- Prepare instruments and implants for surgery
- Inspect products or materials for damage, defects, or shortages
- Meet established metrics for operations (i.e. turns, service levels)
- Manage inventories by tracking inventory records reflecting product movement, notifying departments when supplies of specific items are low, or when orders would deplete available supplies
- Compile and inspect incoming/outgoing kits for compliance with specifications and usage
- Clean and maintain supplies, tools, equipment, and storage areas in order to ensure compliance with safety regulations
- Examine and inspect stock items for wear or defects, report any damage to supervisors
- Stay current on old and new instruments and implants. Understand essential components to specific procedures.
- Participate in on-call rotation schedule
- Use computers to enter, access, retrieve data
- Assess product delivery choices
- Investigate and resolve customer complaints
- Utilize processes and tools for scheduling surgeries
- Work with internal resources for alternative product obtainment (e.g. loaner bank, other warehouses, consignments)
- Organize, retrieve or place goods from/into stock received via multiple sources
- Maintain a clean and well organized warehouse to meet OSHA and FDA regulations.

Nonessential functions:

- Prepare reports as assigned

Success factors/job competencies:

- Job Knowledge – very well informed, seldom requires assistance or instruction
- Work Output – very few errors and mistakes, quantity is above average
- Reliability – persists in spite of difficulties
- Judgment – thinking is mature and sound
- Initiative and Creativity – a self-starter; proceeds on own with little or no direction; progressive; makes suggestions for improvement
- Cooperation – goes out of way to cooperate and get along
- Attendance – very prompt and regular in attendance; preplanned absences
- Professionalism with Customer and Client Focus
- Communication - Ability to maintain professionalism in written and oral communication (free of grammatical and spelling errors)
- Time Management - ability to plan and complete projects in a timely fashion, meeting deadlines

Physical demands and work environment:

- Moderate to heavy physical activity required – routinely lifting 50 + lbs., daily sitting at computer for long periods of time, frequently standing/walking to operate various office equipment

Performance standards:

- Annual performance review
- Attainment of annual goals established by Operations Manager