

ENDOSCOPY DEPARTMENT SUPERVISOR

ScopeCare is an ISO 13485-certified rigid and flexible endoscope service repair company based in Vaughan, Ontario. ScopeCare provides a premium one-stop OEM Correct™ repair service with competitive pricing to customers around the world for more than 20 years and is a member of the Pacific Surgical family of companies.

We are seeking an **Endoscopy Department Supervisor** based out of our Vaughan, Ontario office. This position is full-time and salaried. The position is available immediately.

The **Endoscopy Department Supervisor** will report to the General Manager and will work closely with all ScopeCare dynamic team members. The role will have the following responsibilities:

- Oversees day to day operations of the endoscopy department and supervision of repair technicians;
- Assesses endoscopes received for repair and prepares price quotations;
- Distributes repair work among repair technicians – ensures efficient distribution of work based on technician skill level and timely completion of all repair work;
- Oversees quality control of all repair work, including assessment and testing of the optical and physical parameters of all repair work and completing related quality control documentation;
- Assesses supplier components and overall quality of components, including testing of new parts, tools and products;
- Oversees customer service function and is primary point of contact for customer technical inquiries;
- Trains repair technicians, assists technicians with repair work and performs repair work when volume is high;
- Provides on-site product inspection and training related to product handling and education in healthcare facilities;
- Builds new tools and parts required for completion of repair and service work; and
- Represents ScopeCare professionally and ethically at all times.

Suitable candidates will possess the following qualifications, skills and experience:

- Endoscope repair and quality control experience an asset;
- Detailed understanding of endoscope optical and mechanical systems, parts and assembly and extensive training on laser welding;
- Excellent verbal and written English communications skills (French language is an added benefit); and
- Energetic team player with a can-do, will-do attitude (entrepreneurial spirit).

We offer a competitive remuneration package including base salary, bonus and additional benefits.

Please send a cover letter and resume to careers@pacificsurgical.ca. Only short-listed candidates will be contacted. No phone inquiries please.