



Operation and Customer Success Manager

Restorative Neurotechnologies is a medical device company that has been one of the industry leaders for cognitive rehabilitation in the Italian region since 2018. We are looking for a Customer Care Manager to cover our commercial scale-up process in Europe (2024) and globally (from 2025). The company operates in the healthcare sector with clinical facilities, distributors, reseller and private professionals (B2B). We are seeking an experienced and motivated Operation & Customer Care Manager with a strong interest in the med-tech industry to join our Agile team. The selected candidate will be responsible for customer management, support activities and up-sales for any authorised customers whatever in direct or indirect sales (hospitals, rehabilitation centers, distributors, strategic partners...).

Responsibilities

Your tasks will focus on the realization of customer satisfaction, because as a B2B customer centric business we believe that the success of solutions depends above all on the health and satisfaction of the activated customer network.

| # | Area | Activities and Responsibilities |
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| 1 | Customer onboarding | Responsible for managing and coordinating all customer support activities at the operational level once an Annual Software License and/or a Distribution Agreement is signed (on-boarding, training, certification, follow-on and daily support so that the customer uses and resells the product in line with our operational procedures and agreed SLA conditions). |
| 2 | Customer support | Follow-up of current and potential customers during the initial phases such as pilots or trials and before commercial deployment to make sure the test and validation campaigns the prospects carry out are successful until commercial deployment. This requires interfacing internally with the |



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| | | product management, technical and marketing teams for the development of technical and commercial solutions in line with customer needs. This includes support to any drafting and negotiation of SOW (Statement Of Work) with customers integrated into the contract signed with them in the event that the customer needs tailor-made and specific solutions or services. |
| 3 | Quality | Maintenance of the company Operational Procedures related to the management of the services by customers and distributors. Same applies for the SLA (Service Level Agreement) and RMA (Return Maintenance Activities) of the Distribution Agreement when applicable. |
| 4 | QoS and SLA Monitoring | Support the initial commercial deployment of products and services, ensure the quality of service and SLA, be in customer interface initially to answer their technical and operational questions in the first uses of the product and service. Monitor the correct use and prescriptions made by the end customers. Monitor the user experience to then identify up-sales opportunities and transfer it to Sales as well as secure contract renewals by face to face meetings with customers before license expiration or during life time cycle. |
| | Training | Customer training on MindLenses/NeuroPa use and on our Operational Procedures and SLA and certification of the distributors. |
| | Monitoring, Report and Corrective Actions | Monitoring and management of our authorized distributor and logistician making sure any hardware and kit orders are delivered in due time. Manage and coordinate the RMA (Return and Maintenance Activities) on hardware (goggles, tablets,...) and compliance with ROHS and WEEE regulation plus MD vigilance. |
| | BAU Customer Care | Once the customer's solution and product has been accepted by the customer, put into production on our infrastructure or on the customer's infrastructure, provide after-sales service and customer support to the customers and distributors in focusing on compliance with the SLA (Service Level Agreement) agreed with the customer and therefore our |



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| | | <p>commitments and responsibilities in terms of reactivity for the resolution of technical and operational problems encountered by the customer. Accordingly, manage the CRM for all operational activities related to customer support and maintaining the quality of service. Coordinate activities internally to resolve any technical and operational problem encountered by customers in a timely manner whatever if this problem is a hardware failure, software bug, service degradation or service interruption or misuse. In other words, the Operations Manager is responsible for providing the required reactivity for any opened ticket as per SLA and manage the internal efforts to solve any issue as per SLA with the internal available and competent resources (engineering, product development, SW and IT resources, QARA,...). Coordinate with QARA for any matter of vigilance activity and reporting. Produce monthly statistics and reports related to compliance with our SLA level commitments. This entails responsibility for managing and maintaining RNT's operational procedures, training customers on these operational procedures and ensuring that customers follow and apply them at all times.</p> |
| | Operational Procedure and Operations | <p>Definition with the technical team, application and execution of the associated SLAs. In other words, application of operational procedures developed and implemented to ensure the quality and availability of services to customers and therefore compliance with the SLAs agreed with customers requiring effective management of "ticketing" in the CRM, management of the ticketing system, management of "escalation procedures" with internal teams to ensure optimal responsiveness and in line with our SLA in the event of any degradation or interruption of services by knowing how to work transversally to resolve problems and by working hand-in-hand in hand with the functional areas concerned (R&D, Product Development, Sales, Product Marketing, etc.). Issue any diagnose report for any opened ticket, send it to the customer(s) and close any ticket then after. Such diagnose reports sent to customers once a ticket is closed shall include corrective actions carried out by RNT so that any hardware failure, bug, service degradation and interruption risk is reduced further.</p> |



Skills and capabilities

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| 1 | Education |
| | Master's degree in neuropsychology would be a plus. Knowledge of the digital therapies field is preferable. |
| 2 | Experience |
| | Life science/healthcare background. Experience in the operation of end-to-end services to Enterprises and as a service operator preferably in SaaS mode is preferable. Knowledge of operational procedures and SLA development and application. Training before starting work activities: An internal training is mandatory before starting the work activities and project, with the R&D team, to go deeper into the product. This training will cover all the main differentiation characteristics of the products/services we provide as RNT. |
| 3 | Technical Skills |
| | Familiar with highly technical, software and technological environments, products, services, and requirements for development. |
| 4 | Soft skills |
| | Strong problem-solving skills and the ability to translate customer's needs into concrete solutions. Time management skills and the ability to handle multiple projects simultaneously, meeting strict deadlines. Excellent communication and collaboration skills. Experience working in Agile teams, familiar with CRM tools. |



Working conditions

- Office Location: Turin
- Working hours: 40 hours weekly hybrid, Monday to Friday, 9 to 6
- Type of contract: Direct Hiring - Permanent working contract with standard probation period
- Compensation: € 45.000 year

Contact person for this position

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