



FIELD SERVICE REPRESENTATIVE: Job Description



The Field Service Representative is responsible for the scanning and exchange of medical waste and sharps containers in hospital wards. Through this essential service, you help create a safer healthcare environment for both patients and hospital staff! As a fast-growing, multi-national company that services the healthcare industry, Daniels provides job stability and opportunities for growth across the organization.

At Daniels Health, our mission is to make healthcare safer through our sustainable, safety-engineered products. With clinically designed waste containment technology, we help save lives from infection and injury while minimizing the carbon footprint

WHAT YOUR JOB WILL INVOLVE:

- ✓ Working with clinical staff within your assigned hospital to ensure proper healthcare waste segregation, timely container exchanges and container fill accuracy
- ✓ Inspection and servicing of all Daniels' products within your assigned hospital or medical center; this includes entering procedural areas and working around sensitive patients and equipment
- ✓ Maintaining adequate inventory levels of container stock at a location and department level
- ✓ Clear communications and strong relationship management with hospital staff and Daniels staff
- ✓ Communicating and escalating customers issues to your manager to ensure timely response and resolution
- ✓ Ensuring staging area is neat and orderly after entering and before leaving the facility
- ✓ Customer service attentiveness. Working closely with essential healthcare support and clinical staff, sensitive medical equipment, and patients

CONTINUED....

FIELD SERVICE REPRESENTATIVE: Job Description Continued....

REQUIREMENTS

- ✓ A self-motivated, self-directed problem solver with strong communication skills
- ✓ Ability to build and maintain professional, positive working relationships with customers and other hospital staff
- ✓ Ability to work independently without direct supervision
- ✓ Physical ability to lift containers weighing up to 40 lbs
- ✓ Physical ability to push/pull wheeled transporters and/or palletized product up to approximately 300 lbs
- ✓ Physical ability to endure standing and walking for a significant part of your day
- ✓ Ability to use company provided smart phone for daily duties
- ✓ May be required to work holidays when necessary
- ✓ No previous experience working in healthcare required. We'll show you the ropes!

WHAT ARE WE LOOKING FOR?

Someone with a can-do attitude who is committed to efficient, timely scheduling and has previous experience in a labor-intensive job. Delivering an integral service to healthcare, Daniels is a fast-growing company offering full-time roles that provide benefits, sick leave and vacation leave from day one. As a company, we highly value our people and have created a culture focused on teamwork and personal fulfillment.

This is a hands-on field service role carried out within in a hospital setting and will include heavy lifting from time to time. If this sounds like the role for you, we look forward to speaking with you! If this opportunity doesn't seem like the right fit for you but sounds perfect for someone you know, send them our way!

WHO ARE WE? WHY WOULD YOU WANT TO JOIN US?

We are a healthcare service company providing safety systems and medical waste collection for hospitals, medical centers, pharmacies, nursing homes and an array of customers within the healthcare setting. Our focus is delivering quality and safety-focused medical waste management services that reduce needlestick injuries, positively impact infection control and reduce environmental burden.

We are a growing company with endless possibilities for growth; you will not feel stuck in your position. Daniels Health offers support and training for those that really want to make an impact and grow personally and professionally in their field service career.