



**Velsson Technology, Inc.**, nestled in Cambridge, Massachusetts, is a trailblazing developer of laboratory automation solutions. Our mission is to enhance the efficiency and intelligence of U.S. laboratories through an extensive array of robotic products and applications.

Our collaborative approach involves partnering with various industries to address the challenges of scalability, flexibility, consistency, quality, and cost-effectiveness.

Our commitment is to the innovation and delivery of both high-performance standard products and uniquely tailored solutions. We are reshaping industries ranging from pharmaceutical discovery and GMP production—including areas like small molecule, antibody, ADC, CGT, and nucleic acid—to chemical and material development, production, and advanced energy sectors, among others.

### **JD- Service Engineer**

Location: Georgetown, Boston

Department: Service Department

Reports to: Managing Director

Job Summary:

The Service Manager is responsible for overseeing the service department's day-to-day operations, ensuring the highest level of customer satisfaction, managing service staff, and improving service delivery efficiency. This role requires a combination of technical expertise, leadership, and customer service skills.

### **Key Responsibilities**

Customer Service:

- Act as the primary point of contact for customer inquiries and complaints.
- Ensure timely resolution of service issues, maintaining high levels of customer satisfaction.
- Develop and implement customer service policies and procedures.

Service Operations:

- Oversee all service-related activities, including repairs, maintenance, and installations.
- Ensure that service jobs are completed on time, within budget, and to the required quality standards.
- Manage the service schedule and optimize the allocation of resources.

Health and Safety:

- Ensure that all service activities comply with company health and safety policies.
- Conduct regular safety inspections and ensure that staff is trained in safe working practices.

Reporting and Analysis:

- Generate regular reports on service department performance, including key metrics like turnaround time, customer satisfaction, and financial performance.
- Analyze data to identify trends and areas for improvement.

Inventory Management:

- Oversee the management of parts and equipment inventory.
- Ensure that the necessary tools and equipment are available and in good working order.

Continuous Improvement:

- Lead initiatives to improve service delivery processes and customer satisfaction.
- Stay updated with industry trends and advancements to enhance the service offerings.

Qualifications:

- Bachelor's degree in Business Administration, Engineering, or related field.
- 5 years of experience in a service management role, preferably in Bio-tech Automation.
- Strong leadership and team management skills.
- Excellent customer service and communication skills.
- Proficiency in service management software and tools.
- Ability to analyze data and make informed decisions.
- Strong organizational and time management skills.
- Knowledge of health and safety regulations.