



Job Title: Service Contract Renewal Specialist

Job Summary: The Service Contracts Renewal Specialist is a multifunctional role reporting to the Senior Director of Customer Support that manages the timely renewal of existing service contracts, capture of previously lost opportunities and initiatives to better market service offerings. This position is also immersed in service analytics collection and reporting to assist the Senior Director with improvement of service quality and achievement of contract commitments. Serves as a backup to the Service Coordinator for several key duties.

Responsibilities: Manage the service contract renewal pipeline ensuring timely generation of proposals and diligent follow-up to secure contract renewal. Maintains the contract management system: databases, reports, checklists and records necessary to support renewal activities. Collaborate on development of service value proposition, design and pricing of service offerings. Assist in developing retention strategies for clients threatening to churn. Drive continuous improvement of the service renewal process for efficiency and scalability. Assist with development of service analytics for reporting of performance against contract SLAs. Assist in customer satisfaction data analysis to identify level of satisfaction and actionable insights. Contribute to the Customer Support team efforts in resolving customer complaints. Perform other duties as assigned.

Supervisory Responsibilities: None.

Success Factors: Consistent achievement of service contract renewal goals. Excellent written, verbal and interpersonal skills, with strong communication and impressive telephone demeanor. Highly organized, adaptable, with a sense of urgency and ability to manage multiple priorities, meeting deadlines while maintaining composure and professionalism. Adept at working in databases, analyzing information, and effectively summarizing key findings. Build strong relationships with all internal and field associates.

Minimum Qualifications/Education:

Bachelor's Degree in Business or related field.

3+ years of contract renewal experience preferred.

2+ years of medical device industry experience desirable.

Comfortable negotiating pricing, terms and conditions for contracts and services.

Computer Skills: Strong computer skills, including Microsoft Office software and advanced ability in Excel, Word, and PowerPoint. Experience creating recurring and ad hoc reports through CRM, ERP systems.

Work Environment: Office.

Physical Requirements: Must be able to meet National Institute for Occupational Safety & Health (NIOSH) Standards.

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