

HEAD OF POST MARKET SURVEILLANCE & COMPLAINT HANDLING

Zug Area, Switzerland

Are you an expert within post market surveillance and complaint handling, looking for the next step in your career to manage a team?

We are working exclusively with a global client in a position that will give you the fantastic opportunity to both manage a team and have strategic input.

The Company

Located in the company's headquarters you will be sharing the corridors with the top people and be reporting to the Director of Quality Assurance which will offer you great exposure!

In this fantastic leadership role you will be the key expert on site for all matters concerning PMS, complaints and safety. A valued role by all departments. You will work in cross-functional teams, have key influence across Regulatory Affairs, Quality Assurance and R&D.

This is a corporate role across the whole company and a great opportunity for someone who wants to directly impact the business; while also still having a hands on role utilising and advancing your core expertise within PMS and Quality.

As Head of PMS and Complaint Handling your responsibilities will include, but not be limited to:

- Functional management of the PMS and Complaint handling division within the business; where you will have in total three direct reports.
- Provide strategic insight with all the key leaders within QA and RA to ensure alignment.
- Ensure the processes for PMS, complaint handling, field safety vigilance are running successfully.
- In charge of medical device and vigilance reporting.
- Be the safety officer on site who is responsible for delivering and developing vigilance reports.
- CAPA owner.
- Supports the review of quality and regulatory technical documentation.

The ideal candidate for this will have:

- 5+ years of experience within Post Market Surveillance within medical devices.
- Previous management experience is not required, but if you have mentored staff or had direct reports this would be a bonus.
- Project managed Quality and PMS projects.
- Worked directly with notified bodies and been involved in audits.
- Excellent expertise within CAPA and complaint handling.
- Previous expertise within field safety and vigilance would be ideal.
- Excellent communication skills in both English and German.



Take the next step in your career and lead a business unit within the area of PMS and complaint handling.

Please send your CV through and it would be a pleasure to set up a call to discuss the opportunity in more detail.

If yes, please contact tamanna@elemed.eu for a confidential career discussion.

Elemed is an executive search firm, specialized in finding and representing exceptional talent in medtech.

Please note:

- Elemed has sole rights and a mandate to recruit for this role.
- Be vigilant of 3rd parties advertising or promoting this role as any 3rd party applications will not be accepted and will be withdrawn.