

## Job Posting

<b>Position:</b>	Director, Business Development & Alliance Management – Europe/ Middle East
<b>Reports to:</b>	VP, Sales
<b>Position type:</b>	Permanent Full-Time
<b>Location:</b>	United Kingdom or other suitable EU location (remote)

### **ABOUT THORNHILL MEDICAL:**

Thornhill Medical’s ground-breaking products are designed to be used globally by emergency health care providers, humanitarian, and military medical teams. Thornhill’s oxygen-focused research and applications are transforming patient care in extreme circumstances, while inspiring and enabling other new technologies to unlock vital life-saving solutions. Thornhill Medical’s innovations are in 19+ countries including Ukraine. With a team committed to courage, collaboration and saving lives, Thornhill Medical leads the way in the nimble and precision-focused field of medical technologies.

### **POSITION SUMMARY:**

The ***Director, Business Development & Alliance Management – Europe/ Middle East*** is responsible for managing customer accounts (including Military, Government agencies, and NGOs) and distributors while identifying, evaluating, and negotiating, new sales and market growth opportunities towards the achievement of the company’s overall objectives. The position develops and executes a well thought out, logical sales strategy while creating a path to meet/ and or exceed annual sales quotas.

### **DUTIES & RESPONSIBILITIES:**

- **Develops and implements business plans and sales strategies tailored to specific new and existing customer accounts and international markets in Europe and the Middle East that drive the achievement of annual sales quotas, including:**
  - Identifying and developing optimal revenue models, sales/distribution channels, pricing, within the new markets.
  - Identifying and negotiating new strategic partnerships and relevant financial arrangements.
  - Managing and growing existing distributor and commercial relationships within the regions. Developing dashboard and KPI’s in HubSpot to track achievement against goals.
  - Executing action plans to protect and grow the business in existing and new markets.
  - Reviewing and reporting on business opportunities and market trends.
  - Calling on customers and distributors with a regular cadence while handling customer complaints, uncovering new opportunities, and coordinating all communication back to customers, while being the conduit to all head office resources.
  - Facilitating the go to market plans of the distributors in the region by project managing and building all aspects of the plan being a conduit to all head office resources to ensure success.

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- Facilitating the sustainment of our technology, working in partnership with customers and/or distributors to ensure the capabilities and infrastructure to provide repair, service and maintenance and re-supply of consumables is in place.
- Partnering with the Field Operations Team to ensure Post Sales Training is delivered to all customers/distributors on a timely basis and that a sustainable training plan is developed and implemented for all future training needs.
- Partnering with the Quality and Regulatory Team to ensure customers and/or distributors are aware of and comply with all local and DFARS regulatory requirements for shipping, labelling and other requirements
- **Drives or supports the procurement process with the customer or distributor by:**
  - Providing expert product guidance related to consumables, configurations, and sustainment.
  - Engaging the key contracting, head office, leadership, and clinical influencers to expedite the process.
  - Engaging with 3<sup>rd</sup> parties to support sustainment and training strategies.
- **Retains current customers and grows the install base** by creating and implementing a growth strategy that ensures high quality service and customer satisfaction (e.g., presenting clinical training and education options, uncovering new applications for product offerings, and proactively helping customers plan for future deployments/ expansions).
- **Considers quality** in all aspects of the job and respects procedures and norms.
- Other duties as assigned.

### **EDUCATION & EXPERIENCE:**

- Bachelor's degree in business or related field.
- 8-10 years of sales experience in a high-growth, fast-paced, entrepreneurial environment.
- Healthcare/ technology industry experience is an asset.
- Experience with sales and marketing automation systems.
- Successful track record of selling into Military, Government agencies, and NGOs in Europe and the Middle East.
- Successful track record of managing distributors.
- Successful track record of working with a remote Head Office and collaboration with a multi-disciplinary team.

### **SKILLS & KNOWLEDGE:**

- Familiar with ISO 13485 Quality System and IEC 60601 and ISO 14971 standards.
- Familiar with Medical Device Regulations (FDA, MDR, CE).
- Creative, flexible, hands-on sales professional that's comfortable rolling up their sleeves and doing whatever it takes to get the job done even in the face of time, budget, and resource constraints.
- Expertise in distilling complex concepts and ideas into clear and concise narratives to communicate with potential customers, partners, and market influencers.
- High-impact storytelling skills that evoke emotion and inspire action.
- High level of customer empathy and patience.

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- Resilient and calm under pressure.
- Self-starter who is thrilled by the pursuit of high objectives.
- Ability to adapt approach in real time to match the shifting demands of different situations.
- Strong customer relationship skills and ability to deliver customer-centric solutions.
- Consistently able to achieve results, even under tough circumstances.
- Strong collaboration skills and ability to work with others to meet shared objectives.
- Strong computer skills and proficiency with Microsoft Office suite products (Word, Excel, PowerPoint).

### **OTHER REQUIREMENTS:**

- Home office and on-site customer meetings.
- Regular travel within region and North America (50-60%).
- Ability to lift and manage demo equipment weighing up to 50 lbs.

***Thornhill Medical welcomes and encourages applications from all qualified people, including those with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***

***We thank all applicants for their interest, however, only those selected will be invited for an interview.***