



## We are looking for OPERATIONS MANAGER

### LOCATION:

Remote/Hybrid Policy

### REPORTS TO:

Executive Vice President

### EMPLOYMENT TYPE:

Full-Time, Exempt

## About TRI® Dental Implants

TRI Implants USA is part of TRI Dental Implants, an innovative leader in the global dental implant industry. With a commitment to Swiss precision, digital workflows, and empowering clinicians, TRI continues to set new standards in implantology. At TRI Implants USA, our mission is to deliver world-class products and support to dental professionals, enabling them to transform patient care with confidence.

## Position Overview

TRI Implants USA is seeking a dynamic and highly organized Operations Manager to oversee and coordinate the company's operational functions across sales support, marketing support, customer service, accounting, logistics, inventory control, Key Opinion Leader (KOL) agreements, Dental Service Organization (DSO) agreements, and trade show/events.

This role is integral to ensuring smooth day-to-day operations, improving efficiency, supporting business growth, and enabling the sales team to maximize performance. The Operations Manager will also play a critical role in managing logistics and inventory systems in collaboration with our manufacturing partners in Europe, ensuring timely supply, accurate tracking, and optimal product availability for the U.S. market.

The Operations Manager will serve as a central hub between departments, ensuring alignment of activities with company goals, compliance with internal policies, and the highest standard of customer experience. This individual will report directly to executive leadership and play a key role in shaping TRI Implants USA's operational excellence.

## Key Responsibilities

### Clinical Onboarding

- ✗ Partner with the sales team to provide analytics, reporting, and pipeline insights that inform strategy and track performance against goals.
- ✗ Support marketing initiatives, including promotional campaigns, collateral distribution, and post-campaign analysis.
- ✗ Ensure seamless coordination between sales and marketing teams to maximize revenue opportunities.

### Customer Service

- ✗ Act as a backup resource for customer service, assisting with calls, orders, and escalations when needed to maintain service levels.
- ✗ Develop processes to ensure customer inquiries and concerns are resolved quickly and professionally.
- ✗ Track service trends and provide insights to leadership for continuous improvement.

### Accounting & Finance

- ✗ Manage and oversee accounts receivable and accounts payable processes, ensuring accuracy, timeliness, and proper reporting.
- ✗ Partner with finance leadership to ensure monthly closing deadlines are met and financial records remain accurate.
- ✗ Support budgeting and forecasting by providing detailed operational input and sales trend analysis.

### Logistics & Inventory Control

- ✗ Oversee inbound and outbound logistics, ensuring efficient product flow from European manufacturers to the U.S. distribution network.
- ✗ Manage inventory control systems, maintaining accurate stock levels, product tracking, and forecasting to prevent shortages or overstock.
- ✗ Partner with European manufacturing teams to align production schedules with U.S. demand and regulatory requirements.
- ✗ Implement process improvements for logistics efficiency, inventory accuracy, and cost savings.

### KOL & DSO Agreements

- ✗ Manage execution, compliance, and renewals of KOL and DSO agreements, maintaining accurate records and ensuring obligations are met.
- ✗ Work closely with leadership to structure agreements that align with company growth strategies.
- ✗ Serve as the point of contact for KOL and DSO partners, supporting relationship management

### Trade Shows & Events

- ✗ Oversee planning, logistics, and execution of industry trade shows, conferences, and events to ensure strong brand presence.
- ✗ Coordinate with marketing and sales to maximize lead generation and ROI from each event.
- ✗ Track event expenses, budgets, and post-event reporting.

### Additional Duties

- ✗ Provide executive leadership with sales analytics, including revenue reports, territory performance, and product mix.
- ✗ Ensure cross-departmental alignment through clear communication and process optimization.
- ✗ Maintain operational SOPs to create consistency and scalability as TRI Implants USA grows.
- ✗ Contribute to strategic initiatives by identifying opportunities for improved efficiency and cost control.

## Qualifications

- ✗ Bachelor's degree in Business Administration, preferred
- ✗ 5+ years of experience in operations, with exposure to sales support, accounting, and customer service functions. Manager experience and leadership qualities recommended.
- ✗ Strong understanding of financial principles, including AR/AP management.
- ✗ Experience in logistics and inventory management, preferably within a global supply chain environment.
- ✗ Proven experience in managing trade shows, events, or marketing activations.
- ✗ Excellent organizational, project management, and analytical skills.
- ✗ Strong interpersonal communication skills, with the ability to work cross-functionally and influence without authority.
- ✗ Proficiency in Microsoft Office Suite (Excel, PowerPoint, Word) and CRM systems (Salesforce experience preferred).
- ✗ Ability to thrive in a fast-paced, entrepreneurial environment.

## Key Attributes

- ✗ Strategic thinker with the ability to execute tactically.
- ✗ Hands-on leader willing to step into customer service or support roles as needed.
- ✗ Financially and operationally savvy, with strong attention to detail and accuracy.
- ✗ Supply chain-minded, able to manage complex logistics and inventory systems across international markets.
- ✗ Relationship-builder who can manage external agreements and partnerships.
- ✗ Problem-solver with the ability to streamline operations and anticipate business needs.

**READY  
TO BE PART  
OF SOMETHING  
TRULY  
PIONEERING?**

Send your resume and  
a short note to:  
**[Dereck.Fandel@tri-implants.com](mailto:Dereck.Fandel@tri-implants.com)**