TASKA by eqwal

Redefining Prosthetics
Transforming Lives

POSITION DESCRIPTION: HEAD OF OPERATIONS

POSITION DETAILS			
Position Title	Head of Operations	**Location**	Salt Lake City, Utah
Reports To	Commercial Director – Americas	**Major Relationships**	SLT, Commercial Director – Americas, Clinical Services Team, Customer Support Team, Logistics partners, key clinics, distributors, regulatory partners and the wider TASKA team.
Direct Reports	Service Repair Engineers, Logistics Coordinator, Customer Service Representative	**Date**	July 2026

COMPANY MISSION	
Mission	To instil confidence through innovation, enabling others to unlock life's full potential.

COMPANY VALUES	
Excellence	We have passion for our progress
Courage	Owning our beliefs and actions takes courage
Collaboration	Our success comes from team effort
Care	We foster a culture of kindness and responsibility

POSITION PURPOSE

The purpose of the Head of Operations – USA is to establish, lead and optimise TASKA's operational capability across the Americas Region. The role is responsible for ensuring a seamless customer experience from order placement through to clinical support and after-sales service, while building scalable systems, processes and teams that support TASKA's America's business. They are responsible for ensuring customers, clinics and partners receive exceptional service while maintaining compliance, efficiency and sustainable growth.

MAIN ACCOUNTABILITIES		
Quality	**Develops and leads operational excellence across the USA business**	• Establishes and manages the operational infrastructure required to support TASKA's direct-to market strategy in the USA. • Develops scalable processes and systems that enable efficient customer onboarding, order fulfilment, training, support and service delivery. • Oversees logistics, warehousing, inventory management and distribution activities within the Americas region. • Ensures operational activities comply with relevant regulatory, quality and business requirements. • Partners with the COO and Quality & Regulatory teams to maintain alignment with TASKA's global quality systems. • Develops operational KPI's and reporting frameworks to monitor service levels, customer satisfaction and business performance. • Identifies operational risks and implements mitigation strategies to ensure business continuity. • Drives continuous improvement initiatives that improve efficiency, customer experience and operational scalability. • Oversees the United States repair and service function, ensuring timely, high-quality and compliant assessment, repair and return of TASKA devices.
People	**Provides strong leadership and people management expertise**	• Builds and develops a high-performing operational team capable of supporting rapid growth. • Creates a culture of accountability, customer focus and continuous improvement.

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		• Provides leadership, coaching and performance management for direct reports. • Conducts regular performance reviews and establishes development plans for employees. • Supports recruitment activities to ensure the business has the capability required for future growth. • Partners closely with the Commercial Director-Americas to align operational and commercial priorities. • Acts as a role model for TASKA's values and leadership expectations. • Maintains a strong commitment to health, safety and employee wellbeing.
Customer	**Delivers an exceptional customer experience**	• Ensures clinicians and customers receive a consistently high level of service throughout the customer journey. • Develops operational processes that make it easy for customers to do business with TASKA. • Oversees customer support activities to ensure issues are resolved promptly and effectively. • Establishes regular feedback mechanisms to understand customer needs and identify opportunities for improvement. • Works closely with clinics, sales and product management teams to ensure operational activities support customer outcomes. • Serves as an escalation point for significant operational or customer issues.
Finance		• Develops annual operational budgets and forecasts for the USA business. • Monitors operational expenditure and ensures resources are used efficiently. • Identifies opportunities to improve margins through operational efficiency and process improvement. • Supports inventory planning and forecasting activities to optimise working capital. • Provides regular operational performance reporting to the Commercial Director – Americas and the Senior Leadership Team. • Contributes to strategic planning and growth initiatives through data-drive operational insights.

CORE BEHAVIOURS	
Strategic Thinking	• Understands how operational decisions contribute to TASKA's long-term growth objectives. • Anticipates future operational requirements and builds scalable solutions. • Balances short-term execution with long-term business needs. • Aligns operational priorities with the Americas commercial strategy and overall business goals. • Identifies emerging risks, challenges and opportunities before they impact business performance. • Uses data, market insight and customer feedback to drive decision-making. • Thinks beyond immediate operational needs and considers long-term organizational capability. • Translates strategy into practical operational plans with clear deliverables and accountability.
Leadership	• Inspires and motivates others to achieve challenging goals. • Creates clarity and alignment around priorities. • Demonstrates accountability and ownership. • Builds a culture of accountability, ownership and continuous improvement. • Coaches and develops team members to achieve their full potential. • Provides clear, timely and constructive feedback. • Addresses performance concerns promptly and professionally.

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	• Leads effectively through change and uncertainty. • Role models TASKA's values in everyday actions and decisions.
Problem Solving	• Analyses complex situations and develops practical solutions. • Makes timely and informed decisions using available information. • Demonstrates sound judgement under pressure and escalates when required. • Balances risk, urgency and business impact when making decisions. • Makes well-reasoned decisions even when information is incomplete. • Encourages critical thinking and structured problem solving within the team.
Customer Service	• Places the customer experience at the centre of operational decision-making. • Demonstrates a genuine commitment to understanding customer needs and expectations. • Establishes service standards that ensure consistently exceptional customer experience. • Proactively identifies and removes barriers that impact customer satisfaction. • Takes ownership of customer issues and ensures they are resolved effectively and promptly. • Uses customer feedback and service data to drive operational improvements. • Builds trusted relationships with distributors and strategic partners. • Understands the importance of responsiveness, reliability and follow-through.
Continuous Improvement	• Actively seeks opportunities to improve systems, processes and outcomes. • Leverages data to drive decision-making. • Encourages innovation and learning within the team. • Remains informed of industry trends, technologies and best practices. • Actively contributes to organizational excellence and operational maturity.
Operational Excellence	• Maintains a strong focus on execution and delivery. • Establishes clear priorities and ensures resources are allocated effectively. • Holds themselves and others accountable for commitments and results. • Balances quality, speed and cost in operational decision-making. • Develops systems and processes that are scalable and repeatable. • Ensures compliance, quality and risk management requirements are maintained.

SKILLS, QUALIFICATIONS AND EXPERIENCE	
Qualifications	Tertiary qualification in Business, Operations Management, Supply Chain, or related discipline.
Experience	Minimum 7 years' leadership experience in operations, customer service, healthcare operations, medical devices or a related field. Proven experience building and scaling operational functions within a growing organisation. Experience leading cross-functional teams in a customer-focused environment. Experience developing operational systems, KPI's and performance frameworks. Experience working within regulated environments is highly desirable. Demonstrated success managing operational budgets and resources. Experience setting up a fit for purpose facility from the ground up is an asset.
Skills	Strong operational leadership capability. Customer-centric mindset. Financial and commercial acumen. Process improvement and project management expertise. Excellent stakeholder management and communication skills. Ability to execute strategy through practical operational planning. Strong analytical and problem-solving skills. Experience with CRM, ERP and business systems.

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FINAL