

Job Description: External Distributor – Licensed Durable Medical Equipment (DME) Provider

Overview:

We are seeking an established, licensed Durable Medical Equipment (DME) distributor to serve as an External Distributor for our medical equipment within a defined territory. This role is exclusively for registered DME companies with appropriate regulatory approvals and operational capacity. Individual applicants, independent sales agents, or unlicensed entities will not be considered.

The External Distributor will operate as a business-to-business (B2B) partner, representing our brand and distributing medical equipment to hospitals, clinics, and other licensed healthcare facilities. The distributor must function as a full-service DME organization, providing commercial sales, logistics, delivery, installation, basic servicing, and ongoing customer support through its trained staff.

This position plays a critical role in ensuring compliance with healthcare regulations, maintaining product quality standards, and delivering a consistent, professional customer experience in the healthcare sector. The distributor is expected to maintain all required DME licenses, certifications, insurance coverage, and quality management systems applicable in their operating territory.

Responsibilities:

- Market, promote, and rent our medical equipment to hospitals and healthcare institutions within the assigned territory.
- Manage inventory, order fulfillment, and timely delivery of equipment.
- Provide basic installation, setup, and first-line technical support for equipment.
- Train hospital staff on equipment usage and maintenance (when required).
- Maintain ongoing customer relationships and respond to service needs.
- Ensure compliance with all medical regulatory standards and internal company protocols.
- Act as the liaison between the customer and our internal service/support team for escalated issues.
- Provide regular reporting on sales performance, service calls, and customer feedback.

Requirements:

Business & Legal:

- Registered business entity authorized to operate as a distributor.
- Valid business licenses and applicable healthcare-related certifications (if required by region).
- Ability to comply with local medical regulations and standards.

Experience:

- Proven experience distributing or servicing medical equipment or related healthcare technology.
- Established relationships with hospitals, clinics, or health systems is strongly preferred.
- Experience with customer service and field support in a healthcare environment.

Technical Capability:

- Ability to transport, store, and handle medical equipment.
- Basic technical know-how to perform equipment installation.
- Access to trained personnel for equipment setup and on-site service.
- Ability to train hospital staff on safe and proper equipment usage.

Operational:

- Adequate warehousing, transportation, and distribution infrastructure.
- Commitment to maintaining inventory levels, spare parts (if applicable), and timely delivery.
- Ability to provide service response within agreed turnaround time (e.g., 2–4 hours).

Financial & Commercial:

- Agree to pricing structure, service agreements, and terms set by the company.
- Willingness to invest in support materials as needed.

Preferred Qualities:

- Strong communication and organizational skills.
- Customer-first attitude with a commitment to long-term partnerships.
- Ability to scale operations as demand grows.
- Familiarity with healthcare compliance standards (FDA, CE, ISO, etc., as applicable).

As part of the onboarding process, our team will also provide training on the product and its use to ensure everything runs smoothly from the start. We'll coordinate with you to schedule a session at your convenience.