



The Company:

PEI is in business to Create Better Outcomes. Better outcomes for our patients, customers, colleagues, and industry partners. Named a "Great Place to Work", PEI works with major brands from world class manufacturers and trusted partners such as Johnson & Johnson, Ansell, Boston Scientific and Resmed. This is an exciting opportunity to work with a company whose focus is serving our customers, developing our people, and living the ABC's (Ambition, Better Outcomes & Connected Teams) and Behavioural Standards that guide us in PEI.

A professionally run, family business, with over 150 employees, PEI has been in business since 1963. Over the years PEI has moved from being a general medical distributor to become a specialist distribution partner, adding real value for the manufacturer and providing the highest standards of service to the customer

As the successful candidate you will benefit from exposure to leading medical solutions, personal development, training support and potential career progression opportunities within the company.

PEI entered the Sleep and Respiratory Medicine market in 2005 when it joined forces with Resmed, one of the world's major players in the industry and together the two companies bring a wealth of knowledge and experience to the sector. With over 13,000 patients using CPAP devices in their own homes and growing, this is a fast paced medical and patient focused environment. PEI is committed to delivering a first-class service. The patient is at the centre of everything the company does. This focus together with detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI brand.

The Person:

You are someone with an ability to get things done who is looking to join a leading Medical Company and a Great Place to Work. Your motivation and enthusiasm allow you to excel in both a team and individual environment. You have excellent communication, organisational and problem-solving skills. You are self-motivated and constantly seeking smarter ways of working.

The Role:

Reporting to the Nurse Manager, as a member of our Resmed PEI Team working in the area of Sleep Disordered Breathing and Bilevel Ventilation you will work as part of the Resmed PEI Team providing support and education to the end user, namely the patient.

You will provide patient support as part of the wider Nurse Helpline team, as well as in person within the patient clinic room at the Resmed PEI office. The role is centred on supporting patients to achieve and maintain compliance with their prescribed Resmed therapy. You will manage patient care across multiple digital platforms, requiring a high level of IT proficiency and the ability to work efficiently with a range of systems. As a member of the Nurse Team, you will provide expert advice and support to patients via telephone and during face-to-face consultations. You will also assist with arranging diagnostic tests and ensuring patients receive timely and appropriate follow-up care throughout their treatment journey.

Basic Requirements:

- Must be a registered nurse
- Excellent IT skills. Computer literate in Outlook, Word and Excel and Patient Management Systems
- Ability and confident to work across multiple digital platforms to manage patients
- Be able to plan work and prioritise daily tasks
- Proactive with excellent problem solving and decision-making skills
- Excellent interpersonal skills
- Patient and quality focused
- Experience in respiratory area desirable
- Proven attention to detail and follow through
- Self-starter/Demonstrates initiative
- Completer/Finisher

Key Skills:

- **Promotes Teamwork** – Contributes to the team, readily helps or co-operates, encourages reasonable relationships within their team. Pulls their own weight in the team.
- **Customer Relationship** – Can build rapport. Is outgoing and positive to customers. Relates well to other members of the work team or customers. Displays enthusiasm and is understated in approach.
- **Communication Skills** – Is open and receptive to other people, picks up other peoples' immediate feelings and emotions and is able to communicate basic information effectively.
- **Flexibility and Adaptability** – can deal with several tasks at once with momentum and pace, is able to cope with most normal situations, is seen as a reasonable individual capable of a healthy give and take relationship. Other individuals are able to present sensitive ideas in their presence. Is willing to compromise without compromising integrity.
- **Analytical Mind** – Ability to think rapidly. Confident decision making.

Roles & Responsibilities:

Reporting to the Nurse Manager, below is an outline of responsibilities:

- Provide patient education and ongoing clinical support through the nurse helpline and hub & spoke model, ensuring a high standard of patient-centred care.
- Perform initial CPAP therapy setup within the Resmed PEI clinical room, including patient education on equipment use, therapy expectations, and compliance.
- Manage and resolve enquiries from new and existing Resmed patients, providing timely, professional, and comprehensive support.
- Monitor patient compliance using remote monitoring systems, proactively identifying reduced usage and implementing appropriate interventions to optimise therapy outcomes.
- Build and maintain effective working relationships with physicians, physiologists, nursing staff, technicians, and other healthcare professionals to ensure coordinated patient care.
- Liaise with internal departments, including Customer Service, Warehouse, and Accounts, to facilitate seamless service delivery and efficient patient support.
- Contribute to continuous service improvement by identifying opportunities to enhance workflow processes and operational efficiency.
- Maintain accurate and up-to-date patient records within electronic Patient Management Systems, ensuring compliance with data protection and documentation standards.
- Program, dispatch, retrieve, and download sleep diagnostic equipment and data, forwarding results to physiologists and hospital teams as required.
- Maintain accurate allocation and tracking of medical devices within Therefore and other relevant systems.
- Coordinate the dispatch and return of oximetry devices for new and existing CPAP patients.
- Contribute to the achievement of monthly Key Performance Indicators (KPIs) and service objectives.
- Deliver a consistently high standard of quality, patient-focused service while working collaboratively within a multidisciplinary team.
- Ensure compliance with organisational policies, clinical governance requirements, infection prevention procedures, and relevant healthcare regulations.

PEI Compensation Package:

To apply for this position, please send your C.V. and cover letter to hr@pei.ie, and include the job title and your name in the subject line of your email.