

**JOB DESCRIPTION – CLINICAL EDUCATOR (U.S.)**

Description	
Job Title	Clinical Educator (U.S.)
Reports to Title	TBD
General Accountability	<p>Our mission is to Profoundly change the standard of care by creating a tomorrow where clinicians can confidently ablate tissue with precision; a tomorrow where patients have access to safe and effective treatment options, so they can quickly return to their daily lives. Changing the standard of care is part of our fabric. We are a group of energetic, problem-solvers focused on innovation, and looking to change the world. If you want to make a Profound impact with your career, here is your chance.</p> <p>The Clinical Educator is our clinical product champion, the “face to the customer” and is an essential part of the sales team. The educator provides clinical applications training to customers and upon request to the sales and marketing team on how to use all of the features of our products so they are comfortable using our device and software. The Clinical Educator is also driving product utilization. He/she will travel extensively with travel encompassing 80% or more of their responsibilities. They are a fundamental contributor to drive product utilization as well as improving the quality of our product by providing feedback to Product Specialist and the appropriate functions in the company.</p>
Duties and Responsibilities	<ol style="list-style-type: none">1. Deliver Clinical Applications Training to customers2. Deliver Clinical Case Support for patient treatments3. Implement and manage customer training-pathway to drive utilization4. Sell disposables to the customers5. Document and manage all relevant customer activities within Salesforce6. Host customer site visits at reference sites7. Conduct MR testing on-site if required8. Troubleshoots product issues at customer sites and identifies any product usability issues9. Communicates customer feedback to Product Specialist and the appropriate functions in the company10. Document complaints according to QMS processes11. Support the Sales by demonstrating our products to potential customers12. Represent Profound at trade shows and exhibitions13. Installs software upgrades14. When required, set-up, install and test TULSA System15. Support IT hospital staff to test and enable connectivity in the MR-suite16. Trouble-shoot problems for the customer17. Provide reports on customer visits and on an as needs basis for service records

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Competencies	
Education	Bachelor of Science Degree is an asset
Certifications	N/A
Key Attributes (experience, skills and technical knowledge)	<ul style="list-style-type: none">• 5 years previous experience as an Application Specialist• Preference for candidate to reside in North East United States• MR and intra-operative modality experience• Prior experience training on medical device equipment use and applications is an asset• Proven presentation skills and success facilitating training and transferring knowledge• Experience working with software for medical device applications.• Knowledge of PACS, DICOM is an asset• Basic technical skills with an ability to do routine troubleshooting and networking• Proven analytical and problem solving skills• Flexibility to manage an irregular travel schedule• Must have a valid US passport• Ability to work with the multidisciplinary hospital team• Proven strength in strong customer service skills and attention to detail• Ability to multi-task and make independent decisions while working in a fast-paced environment with multiple and changing priorities• Proven time management skills.• Clear and concise written and verbal communication skills are required• Self-motivated and results oriented