

<b>Description</b>	
<b>Job Title</b>	Clinical Application Specialist
<b>Reports to Title</b>	VP International Sales
<b>General Accountability</b>	<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, while making a difference in other people’s lives, here is your chance.</p> <p>The Clinical Application Specialist is an essential part of the Sales Team and as our clinical product champion the “face to the customer”. They will provide 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 Application Specialist is also driving product utilization by managing and implementing appropriate account strategies. The Application Specialist 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>
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Deliver Clinical Applications Training to customers</li> <li>• Deliver Clinical Case Support for patient treatments</li> <li>• Implement and manage customer specific account strategies to drive utilization</li> <li>• Document and manage all relevant customer activities within the CRM system</li> <li>• Host customer site visits at reference sites</li> <li>• Conduct system testing on-site if required</li> <li>• Troubleshoots product issues at customer sites and identifies any product usability issues</li> <li>• Communicates customer feedback to the appropriate functions in the company</li> <li>• Document complaints according to QMS processes</li> <li>• Support the Sales by demonstrating our products to potential customers</li> <li>• Represent Profound at trade shows and exhibitions</li> <li>• Installs software upgrades</li> <li>• When required, set-up, install and test TULSA System</li> <li>• Support IT hospital staff to test and enable connectivity in the MR-suite</li> <li>• Trouble-shoot problems for the customer</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide reports on customer visits and on an as needs be basis for service records</li> </ul>
<b>Competencies</b>	
<b>Education</b>	Bachelor of Science Degree is an asset
<b>Certifications</b>	N/A
<b>Key Attributes (experience, skills and technical knowledge)</b>	<ul style="list-style-type: none"> <li>• 5 years previous experience as a Clinical Application Specialist</li> <li>• MR and intra-operative modality experience</li> <li>• Prior experience training on medical device equipment use and applications is an asset</li> <li>• Proven presentation skills and success facilitating training and transferring knowledge</li> <li>• Experience working with software for medical device applications.</li> <li>• Knowledge of PACS, DICOM is an asset</li> <li>• Basic technical skills with an ability to do routine troubleshooting and networking</li> <li>• Proven analytical and problem-solving skills</li> <li>• Flexibility to manage an irregular travel schedule</li> <li>• Ability to work with the multidisciplinary hospital team</li> <li>• Proven strength in strong customer service skills and attention to detail</li> <li>• Ability to multi-task and make independent decisions while working in a fast-paced environment with multiple and changing priorities</li> <li>• Proven time management skills.</li> <li>• Clear and concise written and verbal communication skills are required</li> <li>• Self-motivated and results oriented</li> <li>• Able to travel as needed by the business within Europe, Middle East, Africa or other international markets</li> </ul>