



Job Description – Clinical Specialist

Reports To – Clinical Specialist Manager

Job Responsibilities

We're looking for a driven, reliable, and experienced Clinical Specialist to assist their Area in meeting sales and patient service objectives by providing reliable technical, educational, operational and sales support. Axonics is seeking action-driven candidates who will be accountable to meet our patient and customers' expectations through reliability and quality in our products, processes, and systems.

General Description and Duties:

To perform this job successfully, an individual must be able to perform each essential task satisfactorily. The tasks listed below are representative of the knowledge, skill, and/or ability required to perform this job effectively.

- Establishes, develops, and maintains positive business relationships with customers and patients.
- Provides clinical support in surgeries, troubleshooting and follow ups in hospitals and clinics.
- Uses clinical expertise, market & product knowledge to advance growth opportunities.
- Provides exceptional customer service to all customers.
- Educates customers' staff on technical matters relating to Axonics products and therapies.
- Completes proper patient care documentation in Axonics Patient Care Management (PCM) system.
- Makes and receives patient calls/text through Axonics PCM system. Some calls can be after hours and on weekends.
- Partners with Area Director and Territory Managers to learn market dynamics and local customer motivations and needs; has a thorough understanding of how Axonics products and solutions offer value to the patient.
- Contributes to the achievement of quarterly goals associated with specific initiatives at the area and / or on a national level.
- Assists with education / training of new employees.
- Manages inventory provided for case coverage and trunk stock.
- Expedites the resolution of customer problems and complaints to maximize satisfaction.
- Coordinates sales and marketing efforts with team members and other departments.
- Visits accounts regularly to replenish literature and establishes / maintains relationships with office staff.
- Works closely with Territory Managers to drive sales growth in target accounts and key areas.
- Actively participates in territory sales growth activities such as but not limited to customer lunch and learns, community education sessions, Advance Practitioner seminars, quarterly business reviews and other approved activities.
- Supplies management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Keeps abreast of best practices and promotional trends.
- Maintains a high level of clinical, market and product knowledge.

- Completes all assigned training in a timely manner.
- Continuously improves through feedback.
- Manages personal expenses per company expense policy and report monthly in Concur.
- Maintains proper credentials for Hospital Systems in area.

Projects and Other Duties:

- Perform other duties as assigned by supervisor.

Position Qualifications

- Prior experience and proven track record as a Clinical Specialist, preferably in the Neuromodulation space.
- Knowledge and experience working in an OR.
- Willingness to travel up to 50% with 25% overnight travel. Travel outside Area may be included.

Minimum Education:

- Bachelor's Degree preferred.

Minimum Experience:

- 3 years of Clinical experience in the Medical Device industry or
- 5 years clinical Urology experience as an RN.
- Highly motivated and target driven with a proven track record.
- Excellent communication and negotiation skills.
- Prioritizing, time management and organizational skills.
- Ability to create and deliver presentations tailored to the needs of the audience.
- Relationship management skills and openness to feedback.