

# Orthopaedic Clinical Support Specialist



## ***The Role:***

Reporting to the Territory Sales Manager (“TSM”), you will be involved in the continuing development and support of our DePuy Synthes Joints portfolio. As a critical member of our team your role will be to work closely with Key Decision Makers (KDMs) in the marketplace and their multi-disciplinary teams, ensuring that PEI maintains and attains key market share. This will require you to attend and provide support at relevant theatre cases, educating and promoting to customers, managing all administrative issues associated with our business within designated accounts and working flexibly as part of a team to support the whole business. Equally, and in conjunction with the TSM, you will partake in the development of business strategies to ensure the continued success of this key business.

While PEI has a 32-county focus, your primary responsibility will be the South of Ireland region, however a flexible approach will be required as travel will occur to cover other areas throughout the country.

## ***The Person:***

You are someone who uses their business and influencing skills to provide customer focused services and identify customer needs. Your enthusiasm and awareness of the business/market provides the foundations for the development of in-depth relationships in your role. Your motivation and excellent communication skills allow you to excel in both a team and individual environment. Creativity and innovation are important to you providing the platform for you to challenge the status quo.

PEI is committed to delivering a first-class service. All its clinical and sales representatives are equipped to give expert advice on the ward, in the OR, or in the patient's home. The focus on Customer Obsession together with detailed product expertise ensures our unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI brand.

## ***The Company:***

Named a “Great Place to Work”, PEI is a leading medical and surgical sales, marketing and distribution company. PEI's product portfolio includes major brands from world class manufacturers such as DePuy Synthes, Boston Scientific, Ansell and ResMed. This is an exciting opportunity to work for a company whose focus is in developing its people and ensuring they are equipped to provide service solutions to its customers.

## **Basic Requirements:**

- A clinical qualification with relevant experience essential, preferably within the hip/knee implant area
- A willingness to work in a clinical support role
- Experience in/ability to learn and work with navigation/robotic/digital enabling technologies, preferably in orthopaedics
- Excellent interpersonal skills
- A flexible attitude and focus on team work
- Proven attention to detail and follow through
- Capacity to integrate easily
- Quick analytical mind
- Ability to work to deadlines
- A desire to work in sales an advantage
- Ability to work to deadlines
- Computer literate in Microsoft Office
- A clean, full driving license.

## **Roles & Responsibilities:**

Reporting to the Territory Sales Manager, and working with the wider Orthopaedic Joints team, your role and your wider team role and responsibilities reflect PEI's key principles:

## ***Knowledge & Experience:***

- To develop and maintain a broad understanding and experience of all aspects of the PEI support process
- To develop and maintain a comprehensive and up to date specialist technical knowledge in line with product developments and customer requirements
- To become trained across a range of products and markets
- To maintain certification (e.g. DePuy accreditation) and ensure continued professional development (CPD) requirements are consistently met
- To keep abreast of competitor activities and key market developments.

***Customer Support:***

- Responsible for a variety of customers within own market
- Required to provide appropriate clinical and technical support and advice to ensure customer relationships are maintained and sales targets are achieved
- Responsible for supporting product that provide solutions to the customers
- Comfortable in theatre environment
- Delivery of first-class support and service in line with expected standards from PEI.

***Relationship Management:***

- Establish in-depth relationships with customers, instantly gaining credibility and trust based on specialist knowledge
- Recognise formal and informal power structures and be competent in tailoring your approach to successfully influence the decisions of choices of your customers, recognising that Key Decision Makers are critical in this process
- Develop relationships with external bodies relevant to our sector or any other organisation that will be pertinent to our business moving forward
- Proactively shares knowledge and provides assistance and advice to colleagues.

***Business Development:***

- Within existing customer base, you will build on first level business development activities to retain business
- Actively carries out research to identify opportunities to further increase sales e.g. new products
- Provides input into identifying new opportunities and developing business strategies to secure business development targets.
- Ability to provide input into marketing strategies and understand the impact in your accounts

***Commercial Awareness:***

- Demonstrate an understanding of the objectives and priorities of the market and a good working knowledge of other markets/areas
- Aware of the impact your role can make in helping the wider team achieve budgets and stock control and how to apply basic principles to same
- Provide support and input into PEI's tendering process as required.
- Collaborate with sales team to ensure market knowledge shared throughout the business.

***Planning and Organization:***

- Plans, organises and prioritises own daily work routine to meet established schedule, based on requirements of customers and team.

***PEI Compensation Package:***

An attractive package is available to the right candidate.