Clinical Specialist

Location: Remote – Regional Field-Based Position

Territories:

- Tennessee/Kentucky

Travel: Up to 80% domestic travel

About the Role

The Clinical Specialist provides comprehensive clinical, technical, and procedural support for Neuros Medical products and therapies in the field. This role serves as a key clinical resource for physicians, healthcare professionals, patients, and internal commercial teams throughout the patient journey.

Primary responsibilities include procedural and programming case support, patient education, technical troubleshooting, healthcare provider training, and clinical education initiatives. The Clinical Specialist will work closely with Territory Managers, Patient Support Specialists, and cross-functional teams to ensure an excellent experience for patients and clinical partners while supporting the successful adoption and utilization of Neuros Medical technology.

The ideal candidate is clinically strong, technically knowledgeable, highly adaptable, and comfortable working independently in a dynamic, fast-paced field environment.

Key Responsibilities

- Case support for procedural & programming with assigned territories, nationally as required
- Primary programming responsibility in the field, including patient education on use of Altius patient components during programming sessions.
- Technical support and troubleshooting for products & procedures.
- Partner with assigned Territory Managers attend sales engagements and meetings when available to support sales engagement and process.
- Build relationships with OR, clinic and implanting site staff.
- Training of Health Care Personnel (HCP), allied health & staff personnel in device use, including in-services.
- Support CE programs for prosthetists and other care providers in the amputee care pathway.
- Partner with Patient Support Specialists to support patients at all points of the patient

journey, from interest in therapy through programming and ongoing therapy.
- Interface with Neuros clinical, sales, medical affairs & training team(s).
- Support clinical education including patient engagement and peer to peer programs (ie cadaver labs, hands-on, didactic)
- Support Neuros Medical's ongoing QUEST research activities, including technical interface with site staff per approved protocol.
- Capture patient outcome data and ensure documentation is filed and organized in a timely manner, per instructions.
- Communication and resolution of field issues, including timely reporting of complaints and adverse events.
- Research and understand competitor products and capabilities and stay abreast of changing technologies.
- Provide training to other Clinical Specialists (CSs), TMs as assigned.
- Other related duties as required.

Qualifications

Required

- Ability to work independently and in a cross-functional team environment.
- Strong acumen in a clinical setting, including OR protocol and sterile technique.
- Proficient computer skills including Salesforce and Microsoft Outlook, Excel, Word, PowerPoint.
- Strong problem-solving and communication skills.
- Ability to meet hospital vendor credentialing requirements.

Education and Experience

- Bachelor's degree and 2+ years of field related medical sales and/or clinical case support experience.
  -Or-
- Advanced Degree and 1+ years related clinical experience.
- Neuromodulation (PNS/SCS) experience preferred.

Physical Requirements

- Up to 80% domestic travel to be expected.
- Work in OR and clinic settings, including sterile environments.
- Prolonged periods standing during cases and sitting while driving or working on a computer.

About Neuros Medical, Inc.

There are over two million amputees in the U.S., with an estimated 185,000 new amputations occurring every year. Post-amputation pain includes both phantom limb pain and residual limb pain and impacts nearly one million Americans, representing a significant unmet medical need as existing treatment options are limited and consist primarily of opioids and gabapentinoids. Neuros Medical is a privately held company and the maker of the Altius® Direct Electrical Nerve Stimulation System designed for the treatment of chronic post-amputation pain. Our mission is to reduce pain and restore life for people suffering with post-amputation pain. We are a passionate team guided by our core values and committed to our patients and the healthcare professionals who care for them.

Our Core Values:

Patients First. Team Before Self. Deliver Excellence. Accountable. Humility.