

SRS Medical Systems, Inc.

Job Description Template

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Job title: Clinical Associate

Work Location: Off-site in Sales Territory

Division/Department: Sales

Reports to: Clinical Associate Manager

Full-time

Part-time

Exempt

Nonexempt

Essential Duties and Responsibilities:

The Clinical Associate (CA) will be an SRS product expert and effective clinical trainer responsible for supporting the SRS sales team members as the BPH Care Pathway expert and implementation specialist in assigned urology practices. The CA will establish themselves as a key clinical partner with the assigned urology practice BPH Nurse Navigator and/or clinical staff, physicians and administrative staff. The focus of the CA role is implementation of agreed upon BPH pathways within assigned urology client practices and continued training and support of clinical staff, administrators and physicians on procedures, products and results interpretation.

Success will be measured by achievement of key sales metrics such as the number of urologists ordering SRS products, monthly volume and staff support in a targeted practice. The CA is responsible for developing key internal relationships with SRS customer service and clinical education staff, as well as the sales and marketing leadership teams. The CA will actively participate in and contribute to regional and national meetings and team calls to share on-site clinical experiences and be an active participant in improving the CA strategy to improve SRS positioning.

Key Responsibilities:

- Drive the SRS 4 and 3 visit BPH protocols in all targeted urology practices.
- Become an SRS product and clinical expert and a highly effective clinical trainer.
- Establish key partner relationship with the site BPH Nurse Navigator and/or clinical staff.
- Lead patient education campaigns in client offices.
- Perform weekly and monthly customer clinical reviews. Leverage procedure data from our systems demonstrating product and clinical use of SRS technologies with physicians and key clinical staff.
- Communicate with sales and marketing, sharing insights and knowledge that will help the company perform at a high level.
- Adhere to the company Vision, Mission and Values.
- Actively participate in and contribute to regional meetings and team calls to share clinical insights.
- Take an active role in development and improvement of the CA role to enhance customer experience and more efficiently implement SRS technologies and pathways.

Education:

Minimum Qualifications:

- High school diploma required
- Medical Assistant certificate (or equivalent) required

Preferred Qualifications:

- Bachelor's degree in Life Sciences or related area of study

Skills/Experience:

Minimum Qualifications:

- Two years' experience working in or selling into a clinical office environment.
- A patient focused mentality and drive.
- Excellent verbal and interpersonal relationship skills, including ability to effectively communicate with physicians, nurses and PA's as well as with patients.
- Demonstrated ability to train others.
- Clinically knowledgeable, possesses knowledge of medications, devices, urologic diagnostics and procedures.
- A self-starter interested in growing skill sets and advancing in an organization.
- Problem-solver demonstrated ability to tackle situations where further investigation is required.
- Driven to deliver the best possible care for patients.
- Capable of following prescribed routines, and standard accepted clinical practices.
- Skilled at managing multiple personalities i.e. medical assistants, nurses, PA's and physicians. processes.
- Able to work with multiple customer offices and travel between locations within a specified geography on a regular basis.
- Overnight travel may be required.

Physical Requirements:

- Ability to communicate both verbally and in writing.
 - Legibly writing and communicating instructions and schedules.
 - Educating physicians and staff on the intricacies of SRS products prior to and during procedures.
- Must be able to lift 50lbs.
- Often standing or sitting for prolonged periods