

Position: Clinical Product Specialist
Department: Product Management
Reports To: Clinical Product Manager
Location: Villawood
Start Date: ASAP
Flexible working conditions

m|devices is more than just a manufacturer of medical devices, we are focused on the end-to-end clinician and patient experience. The Clinical Product Specialist plays an imperative role within the m|devices team, providing training, education and the development of resources to support existing core products, in addition to collaboratively working with the product development team to bring new products to market.

Strong interpersonal and collaboration skills are essential in working closely with a highly engaged team to provide expertise and clinical insights on products, procedures and protocols.

In the absence of the Clinical Product Specialist, the duties and responsibilities are undertaken by the Clinical Product Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned):

- Provide technical support and education to the m|devices team (sales, marketing, customer service and quality department) and externally to customers (clinicians, OEM customers and community clients) to ensure products are used and/or applied correctly

- Support the Sales Team with product in-servicing, workshops and conferences as required. Interstate travel as required
- Participate in product development projects, particular focus on understanding the clinical practice requirements and scoping the preferred competitor product specifications/features to assist with business cases for review and approval by the product development team
- Assist with research on market intelligence on existing and new products/technologies, clinical practice recommendations such as National and State Guidelines/policies, clinical papers and expert organizations/committees
- Assist in contributing and maintaining the product knowledge platform via TEAMS
- Assist in the development and maintenance of product resources; instructions for use, product data sheets, educational flyers and video script/technical guidance
- Member of the Tender Team to assist with product allocation and technical specification input on tender submissions
- Assist with tender planning pipeline projects
- Provide guidance to the Quality Control Officer in product testing and assessment to ensure accuracy in line with current clinical practices/guidelines
- Establish strong relationships with healthcare professionals to consult on current clinical practices

QUALIFICATIONS:

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

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Advanced presentation and writing skills
- Strong computing skills including the Microsoft Suite
- CRM experience with Hubspot or a similar platform
- Good problem solving and critical thinking skills

EDUCATION and/or EXPERIENCE:

The entry requirements for this occupation are:

- Registered Nursing experience (Bachelor's Degree), minimum of 4 years working in a hospital environment essential
- Clinical product knowledge essential

LANGUAGE SKILLS:

- Advanced interpersonal and communication skills
- Attention to detail
- Strong collaborative mindset
- Highly organized with strong presentation skills

MATHEMATICAL SKILLS:

- Ability to apply intermediate/advanced mathematical concepts

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

No physical demands are required for an office environment.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work requires some local and/or interstate travel and may require occasional overnight travel and evening and/or weekend work.

Respond to: HR@mdevices.com.au