

FLOWONIX

Flowonix Medical Position Description

Date:

Incumbent

Position Title Clinical Engineer

Reports to Director, Sales Training and Development

Department Marketing

Location Mount Olive, NJ

Accountability Objective:

Under the supervision of the Director, Sales Training and Development, the Clinical Engineer (CE) is responsible for providing support to the field through engineering and product knowledge. The Clinical Engineer is responsible for documenting and resolving technical issues received from customers and field representatives as well as coordinating and supporting multiple cross-functional in-house teams including sales education and training. Additionally, the Clinical Engineer will have a full understanding of the company products and internal processes.

Essential Functions:

1. Address questions from customers and patients about Flowonix Medical products.
 2. Develop a strong working relationship with all members of the field clinical engineering team and Sales force.
 3. Ensure that technical service issues are well documented and resolved in a timely manner.
 4. Interface with complaint coordinator to ensure complaints are properly documented and investigated
 5. Share clinical/technical experiences with other personnel in order to improve understanding of product behavior, improve product performance and product acceptance by customers.
 6. Coordinate and support in-house educational activities as requested by members of the team.
 7. Participate in weeknight and weekend on-call phone support rotation.
 8. Develop educational marketing material for internal employees and customers.
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Decision-Making Authority:

Document and resolve all technical issues. Identify training needs and support materials in cooperation with other team members.

Position Specifications:

1. Knowledge/Educational Requirements

- Bachelor's or graduate degree in engineering
- Experience implanting and following similar medical devices – 0+ year with Master's Degree, 2+ years with Bachelor's Degree
- Experience documenting and resolving technical issues

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- Excellent working knowledge of industry best practices for best-in-class customer service in a technical support environment

2. Skills and Abilities

- Highly flexible – able to adapt to changing business needs
- Solutions oriented – self-driven and analytical to provide potential solutions as new problems arise
- ‘Builder’ mentality – individual who takes ownership and desires to continue to improve processes and workflows
- Well rounded engineer who can understand both technical details and big picture scenarios, then communicate with multiple types of colleagues
- Ability to communicate with others including verbal, written, and electronic communication
- Ability to quickly analyze and resolve clinical/technical issues
- Ability to work effectively under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Strong interpersonal, communication and analytical skills

3. Physical Demands/Work Environment

- Office-based responsibilities with occasional travel as necessary to support education activities
- Ability to maintain on-call servicing

Working Relationships:

1. Internal Contacts

All personnel associated with field-based activities, R&D personnel, Regulatory Affairs, Post Market Surveillance, and specialists.

2. External Contacts

- Site personnel including physicians, research coordinators, and other support staff
- Patients calling with questions about Flowonix Medical products

Position Incumbent:

Print Name

Signature

Date

Supervisor:

Rob Lager

Print Name

Signature

Date

HR Department:

Joanne Ervey

Print Name

Signature

Date