



## Clinical Support Specialist - Based in Chicago, IL - US

### JOB OPENING:

As a Clinical Support Specialist working for ImpediMed, you will be providing clinical technical support to healthcare facilities supporting our SaaS product, SOZO®. Your professional interactions will include the most prestigious medical institutions in the US. This position is a member of the Sales Team and will work closely with other Clinical Support Specialists and ImpediMed's Strategic Account Managers driving sales and product adoption forward. The position will be supported by the Customer Experience team of implementation specialists.

The ideal candidate will be one who has a passion to train and educate current customers, while also taking the clinical sales to future customers. You will be a persuasive communicator, superior problem-solver, a good listener and become one of our product subject area experts. To be successful in this position you will need to be comfortable with our sales cycle, be able to think on your feet, have excellent presentation skills and be tech savvy.

You will be able to collaborate with your CSS team members in a friendly and supportive environment, where best-practices are freely shared, recognized and valued. We look for candidates who demonstrate our Core Values of: Integrity, Accountability, Collaboration, Respect, Quality, and Compliance.

This position is a great opportunity to join an innovative, medical technology company that is on the cutting edge of changing the future of healthcare!

**ImpediMed's Company Vision:** *Leave no patient untested who could benefit from our technology.*

### ABOUT IMPEDIMED:

Based in Brisbane, Australia with its principal office located in Carlsbad, CA, USA and a European office in Thessaloniki, Greece, ImpediMed is the world leader in the design and manufacture of medical devices employing bioimpedance spectroscopy (BIS) technologies for use in the non-invasive clinical assessment and monitoring of tissue composition and fluid status. ImpediMed Limited is a public company listed on the Australian Stock Exchange (ASX: IPD).

ImpediMed devices are currently used in both the clinical and research settings with future applications being developed for home use. ImpediMed has over 15 years of clinical experience supporting healthcare professionals in the assessment of secondary unilateral lymphedema of the limbs. ImpediMed's devices are used in a variety of settings to aid surgeons, oncologists, therapists, and radiation oncologists. Our research devices are thought of as a gold standard measurement system for non-invasive fluid and body composition measurement, used in both animals and human research.

We were the first company to receive FDA clearance in the U.S. to aid healthcare professionals to clinically assess unilateral lymphoedema of the arm and leg in women and the leg in men, for our L-Dex® U400 device. ImpediMed's products are unique in the field of BIS which is the gold standard in bioimpedance. They scan the full frequency range from 3kHz to 1000kHz taking readings from 256 unique points. In BIS, ImpediMed has developed devices which are the most accurate and clinically useful in this field. ImpediMed is respected in the BIS field for the strong scientific foundation of its approach to BIS with over 400 peer-reviewed journal articles. ImpediMed's products are designed and manufactured to an ISO 13485 Medical Devices Quality System.

The company is advancing the state of the art in BIS technology with our new product platform called SOZO®. Only SOZO® by ImpediMed uses proprietary bioimpedance spectroscopy technology to gather and retain thousands of unique data points related to fluid status and tissue analysis, then applies indication-specific algorithms to produce accurate, detailed and actionable results in only 20 seconds. SOZO® identifies opportunities for early interventions that may



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prevent certain conditions and slow or reverse the progression of others, resulting in better health and quality of life. A single, powerful SOZO® reading allows individualized, proactive care across multiple specialties for improved clinical and economic outcomes. SOZO® is the world's first interactive health monitor to use ImpediMed's patented bioimpedance spectroscopy (BIS) technology to monitor a person's fluid status and tissue analysis.

ImpediMed produces a family of FDA cleared and CE Marked medical devices, including SOZO®, sold in select markets globally. For more information, see our website at [www.impedimed.com](http://www.impedimed.com).

ImpediMed's management team includes executives who have international experience in successfully introducing innovative medical products to global markets. The organization is dynamic and professional and has been built from the ground up with a strong team of enthusiastic and dedicated senior managers, researchers and employees. The company is on a dramatic growth path with the strong demand for its unique product offerings and offers exciting career opportunities.

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### **POSITION SUMMARY:**

Provide clinical demonstrations and instruction for use of ImpediMed products in pre-sale, implementation and post-sale situations in formal education as well as small group or individual presentations in patient care areas throughout a healthcare facility, to gain or increase acceptance and utilization of ImpediMed products and technology. ImpediMed seeks candidates who will meet our customer expectations by ensuring the greatest possible reliability and quality in our products, processes and services.

**PRIMARY DUTIES & RESPONSIBILITIES** (Essential Functions of the Position) include but are not limited to the following. Other duties may be assigned.

- Plan, coordinate, and implement clinical evaluations to ensure clinical acceptance of ImpediMed products and technology.
- Develops and disseminates information to Strategic Account Managers (SAM) and others regarding issues related to customer acceptance of ImpediMed technology and products.
- Works with customers to introduce, promote, and increase the usage of ImpediMed products throughout a customer facility.
- Provides best practices regarding practice integration and product usage for all customers in assigned region.
- Provide installation, related in-service education, and integration to new customers to ensure customer satisfaction.
- Provide information through formal presentations to Physicians, Allied Health, and Administration customers that detail the clinical benefits of ImpediMed technology as related to the group.
- Train employees on the operation, features, and benefits of ImpediMed products and technology.
- Assist with the collection and dissemination of information or feedback provided by customers.
- Evaluate new products or enhancements to ImpediMed technology to provide information and feedback to the Product Development and Marketing departments.
- Provide product support to users either in person, or by written or verbal means.
- Represent ImpediMed at various trade shows or educational meetings.
- Continuously increases knowledge of new developments within the assigned market as well as ImpediMed products and technology to perform as a subject matter expert.
- Work with Marketing team to complete necessary training/education presentations and leave behinds.



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- Maintain all Certification Vendor Hospital Credentials.
- Maintain required privacy and security of all PHI and ePHI used to fulfill job duties in compliance with HIPAA and all other applicable laws and regulations.
- Performs other related duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

- None

### **QUALIFICATIONS GUIDELINES**

#### **Typical Knowledge, Skills, & Abilities:**

- An Associate Degree in engineering, nursing, physical therapy, or exercise physiology field PLUS a minimum three years of work experience in the healthcare or technical field.
- A Bachelor's degree PLUS a minimum of two years of work experience in the healthcare or technical field.
- Ability to work independently and balance multiple priorities in a fast-paced FDA regulated environment.
- Must understand, follow and comply with regulatory requirements as applicable to various processes. An understanding of FDA Quality System Regulations and ISO Standards (ISO 13485) is required.
- Must possess a thorough understanding of work-related standards and regulations, including but not limited to Standard Operating Procedures (SOPs) and Quality System Regulations (QSRs), both US and international.
- Ability to work with and safely handle all PHI and ePHI information per HIPAA regulations and requirements.
- Strong organization and planning skills with an attention to detail and accuracy.
- Demonstrate effective educational and presentation skills in diverse settings from one-on-one to formal large group situations.

### **TYPICAL MINIMUM EDUCATION, EXPERIENCE or CERTIFICATIONS**

- Preference will be given to qualified candidates with prior clinical specialist experience for a medical device manufacturer. B.S. Degree in Nursing, Life Sciences, Engineering or Technical discipline with minimum three year's work experience in technical field, engineering, hospital/clinic or sales.
- Proven track record with Biomedical, Life Science, technical training assignments.
- Experience in Biomedical Engineering, in a hospital/clinic, Life Sciences, or Medical Sales.
- Ability to work with many different customers from varying clinical and non-clinical backgrounds.

### **WORK ENVIRONMENT & PHYSICAL REQUIREMENTS**

The physical demands described within the Responsibilities section of this job description 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. Frequent required travel to customer offices, clinics, hospitals and offsite meetings is required. While performing the duties of this job, the employee is regularly required to be independently mobile. The employee is also required to interact with a computer and communicate with peers and co-workers.

Additional physical job requirements:

- Continuous verbal and written communication.
- The ability to occasionally lift and/or move up to 50 pounds of equipment.



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- Sitting, standing and/or walking for up to eight plus hours per day.
- Environmental exposures include eye protection, infectious disease and radiation.
- Frequently required to use hands to finger, handle or feel objects, tools or controls.
- Ability to effectively use a mobile phone, PC, keyboard and mouse.
- Frequent bending/stooping, squatting and balance.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus in relation to travel and operating a personal computer.
- Must have a valid driver's license and active vehicle insurance policy.
- Ability to travel extensively with ease (approx. 75% of time).
- Must be able to drive within portions of assigned territory.
- Environmental exposure to infectious disease and radiation.
- Clinical Specialists are required to be within their assigned territory each day to be available as unscheduled needs arise. Clinical Specialists are periodically required to work weekends, evenings and nights. Clinical Specialists serve as a primary resource for scheduled and unscheduled assignments, and as a back up to sales representatives during unassigned weekends, evenings and nights (e.g., trade shows).

This position may require access to patient Protected Health Information (PHI) and may also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### **BENEFITS:**

- Full healthcare benefits include: Medical PPO/HMO/HSA Plan Choices, Dental Plan, Vision Plan; 401(k) with employer match for full-time employees once vested in plan.
- Basic Life, AD&D, STD/LTD, Employee Assistance Program (EAP)

**ImpediMed is an Equal Opportunity/Affirmative Action Employer**

### **TO APPLY:**

- Please email your resume to [employment@impedimed.com](mailto:employment@impedimed.com) subject line reading: Clinical Support Specialist. Direct online applications are also available on LinkedIn.