



## **Clinical Implementation Specialist – West Coast (Based: Remote)**

### **JOB OPENING**

**ImpediMed** is looking for a **Clinical Implementation Specialist** to join our team. If you have a passion for defining and demonstrating for customers the value of medical device programs and products from a clinical perspective, understanding and prioritizing the customers' business requirements, then this role is for you! This position offers the opportunity to be a product expert and will establish credibility with key healthcare decision makers and develop relationships within healthcare facilities to increase and expand ImpediMed program adoption, product acceptance and utilization. This is a remote position that can be based in Southern California.

### **A day in your life as a Clinical Implementation Specialist at ImpediMed may include:**

- Assess clinical workflow requirements and plan, coordinate and implement to ensure clinical acceptance of ImpediMed products and technology.
- Proactively work to enhance and identify program improvements to move existing program adoption forward to meet customer needs and increase sales by analyzing data and utilization statistics from Power BI and CRM.
- During sales process, work as clinical advocate to recognize new opportunities within the account that may lead to upsell opportunities.
- Develop and disseminate information to Strategic Account Managers (SAM) and others regarding issues related to customer acceptance of ImpediMed technology and products.
- Provide information through formal presentations to Physicians and Administration customers that detail the clinical benefits of ImpediMed technology as related to the group.

### **To be an amazing Clinical Implementation Specialist at ImpediMed, you will have:**

- Minimum Associate Degree in life sciences field, nursing, physical therapy or exercise physiology, Bachelor's Degree in life sciences preferred
- A minimum of 3 years of work experience in healthcare or technical field
- Must have strong written and oral communication skills and be particularly adept at presentations and public speaking, with audiences including physicians, surgeons, clinicians, nurses, or other hospital administrators
- Knowledge of clinical process workflows in a hospital or healthcare environment
- Prior clinical specialist working experience with a medical device manufacturer preferred

### **ABOUT IMPEDIMED**

ImpediMed is a medical technology SaaS company that uses bioimpedance spectroscopy (BIS) technology to generate powerful data to maximize patient health.

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



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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.

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 20 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.

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

### **BENEFITS**

#### **Life at ImpediMed**

It is fast, it is fun, it is evolving, it is growing, and it is filled with smart, passionate, diverse, friendly people who want to make a difference in healthcare.

#### **Total Rewards**

At ImpediMed, we are strongly committed to our employees--their well-being, development, rewards, and recognition opportunities. One way we demonstrate this commitment is by offering a valuable, competitive package of compensation and individualized benefits programs aimed at the varying needs of our diverse and global teams. The sum of our programs is one of the many reasons people choose to work at ImpediMed. We regularly benchmark against other companies in our industry to ensure our Total Rewards package is competitive and of value.

We offer full healthcare benefits including Medical PPO/HMO/HSA Plan Choices, Dental Plan, Vision Plan; 401(k) with employer match. Basic Life, AD&D, STD/LTD, Employee Assistance Program (EAP) and employee discount programs.



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### **Diversity & Inclusion**

It is our diverse teams who drive our innovation, creativity, and success. We value the unique backgrounds and experience of all our employees and share a set of core values of ethical behavior for conducting our business. - *Integrity, Accountability, Collaboration, Respect, Quality, Compliance*. We continuously strive to provide an environment where employees not only feel they can succeed, but also where they can thrive.

### **To Apply**

Please apply via LinkedIn or email your resume to [employment@impedimed.com](mailto:employment@impedimed.com) with subject heading: Clinical Implementation Specialist.

### **Equal Opportunity Employment**

As part of our commitment to providing equal employment opportunities, we take steps to ensure that all qualified applicants are treated fairly. To that end, our decisions around recruitment, hiring, assignment, promotion, compensation, and other personnel factors are made and administered without regard to race, color, religion, genetic information, national origin, sexual orientation, gender identity, gender expression, pregnancy, childbirth or related medical conditions, age, disability, citizenship status, uniform service member status, or any other protected class under federal, state or local law.

If you have a disability that requires accommodations in order to complete the application process, please contact us at [employment@impedimed.com](mailto:employment@impedimed.com) or (760) 585-2100.

### **POSITION SUMMARY**

The Clinical Implementation Specialist (CIS) is responsible for defining and demonstrating for customers the value of ImpediMed's programs and products from a clinical perspective, understanding and prioritizing the customers' business requirements. They will have the ability to enhance the pre-sales phase by providing hands-on demonstrations of ImpediMed technology as required by the sales team and will elevate the post-sales phase by assessing patient clinical workflows and integrating ImpediMed technology to become the Standard of Care within the hospital and healthcare systems. The CIS will be a product expert and will establish credibility with key healthcare decision makers and develop relationships within healthcare facilities to increase and expand ImpediMed program adoption, product acceptance and utilization. As a customer partner, the CIS will collaborate and work cohesively with the Sales, Customer Experience, and Reimbursement department.

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

- Assess clinical workflow requirements and plan, coordinate and implement to ensure clinical acceptance of ImpediMed products and technology.
- Provide best practices regarding practice integration and product usage for all customers in assigned region.



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- Work with customers to introduce, promote, and increase the usage of ImpediMed products throughout a customer facility.
- Proactively work to enhance and identify program improvements to move existing program adoption forward to meet customer needs and increase sales by analyzing data and utilization statistics from Power BI and CRM.
- During sales process, work as clinical advocate to recognize new opportunities within the account that may lead to upsell opportunities.
- Provide installation, related in-service education, and integration to new customers to ensure customer satisfaction.
- Provide information through formal presentations to Physicians and Administration customers that detail the clinical benefits of ImpediMed technology as related to the group.
- Assist with the collection and dissemination of information or feedback provided by customers.
- Provide product support to users either in person, or remotely by written or verbal means, including use of video technologies.
- Achieve desired meeting outcomes by creating a clear game plan for the meeting and applying facilitation techniques to manage time and stakeholders in a virtual environment.
- Represent ImpediMed at various trade shows or educational meetings.
- Continuously increase knowledge of new developments within the assigned market as well as ImpediMed products and technology to perform as a subject matter expert.
- Assess new products or enhancements to ImpediMed technology to provide information and feedback to the Product Development and Marketing departments.
- Work with Marketing team to complete necessary training/education presentations and leave behinds.
- Liaison closely with Sales Department to drive program development at key customer sites.
- Develop and disseminate information to Strategic Account Managers (SAM), Key Accounts Executive (KAE), and others regarding issues related to customer acceptance of ImpediMed technology and products.
- 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.
- Perform other related duties as assigned

### **SUPERVISORY RESPONSIBILITIES**

- None



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### **QUALIFICATION GUIDELINES**

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

- Must have strong written and oral communication skills and be particularly adept at presentations and public speaking, with audiences including physicians, surgeons, clinicians, nurses, or other hospital administrators.
- Ability to generate and maintain own schedule while working independently and balance multiple priorities in a fast-paced FDA regulated environment.
- Must have exceptional organizational and planning skills.
- Excellent time management skills and ability to meet deadlines.
- Ability to build valuable and long-term relationships, exercise discretion, and use independent judgment in all customer interactions.
- Knowledge of clinical process workflows in a hospital or healthcare environment.
- Ability to sell SaaS solutions into hospital systems, hospitals, clinics, or other medical settings.
- Must demonstrate a professional appearance when interacting with all customers.
- Demonstrate the ability to teach complex concepts in a simple, concise manner to all levels of healthcare professionals in diverse settings from one-on-one to formal large group situations.
- Have some experience with CPT coding for new technologies.
- High level of preparation to manage the virtual environment.
- Enjoys giving virtual product and solution demonstrations and presentations with video camera turned on. Thoughtfully engages, while not distracting from the conversation.
- Ability to use technology effectively. Can diagnose technical problems, while remaining professional. Instils calm and confidence so customer will stay engaged.
- Ability to project professionalism and credibility; build rapport quickly in a virtual 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.

### **MINIMUM EDUCATION, EXPERIENCE OR CERTIFICATIONS**

- Minimum Associate Degree in life sciences field, nursing, physical therapy or exercise physiology, Bachelor's Degree in life sciences preferred.
- Minimum of three (3) years of work experience in healthcare or technical field.
- Prior clinical specialist working experience with a medical device manufacturer preferred.



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- Prior experience in hospital/clinic medical sales preferred.
- Working experience in the field of oncology and cancer survivorship preferred

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

- Travel: This position requires travel up to 25% (domestic). Must have a valid driver's license and active vehicle insurance policy. Flexibility of schedule to meet business needs. Serve as back up to other CIS in other territories.
- Remote: This position is a home-based position. Position requires a dedicated home office work space and stable internet connection.
- Physical Demand: Moderate physical effort. For example, frequent standing, bending/stooping, or balance needed. Requires operating light office equipment, e.g., personal computer, printer etc. The employee must be able to regularly lift and/or move up to 50 pounds of equipment. Sitting, standing and/or walking for up to eight plus hours per day. 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.
- Mental Demand: Moderate to high degree of concentration due to volume, complexity, and/or "pressure" of work.

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).