

## Field Clinical Specialist - Bogotá

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Company: Boston Scientific

Location: Bogotá

Category: architecture-and-engineering

### **About the role:**

Field Clinical Specialist (FCS) provides field/remote clinical, technical & educational support to assigned accounts at a Territory. Work is driven by Customer demand and pre-planned support requirements. The primary focus is on case support but using clinical expertise to influence Customer usage of the full portfolio.

### **Your responsibilities will include:**

- Provides field/ remote clinical support in the areas of supporting case coverage, basic troubleshooting, programming, and patient follow-up for company products.
- Work is driven by Customer demand and pre-planned support requirements.
- Attend cases face-to-face/ remotely with our customers and advise physicians on clinical attributes / techniques associated with our products.
- Ensure timely collection and reporting of all required medical documentation about our procedural device operation.
- Supports team to achieve projected sales goals and increase sales revenues.
- Develops a deep understanding of the workflows and specificities of each hospital & business relationships with hospital personnel (e.g., through informal conversation, meetings, and participation in conferences) to make new contacts in other departments within the hospital and to identify key decision-makers to facilitate future sales.
- Responds to complex customer needs and complaints regarding products and services by developing creative and feasible solutions or working with other related personnel (e.g., sales, clinical, research, marketing, technical support) to develop optimal solutions.

- Records customer information and activities in company's CRM system: use the system as an alignment tool with other commercial roles.
- Provides education support on product usage and customer training.

### **Required Qualifications**

Professional of health careers or related like Biomedical Engineering preferably with general knowledge of the health industry, hospital operation, and basic technical knowledge of surgeries and procedures.

English >70% / B2.

Availability for occasional travels.

Assertive communication, interpersonal relationships, analytical skills, adaptation to change, teamwork, planning and execution of tasks and projects, formulation of action plans, results orientation.

Entrepreneurial mindset

### **Preferred Qualifications**

\* Visit potential or current clients aligned to a strategic plan, detect business opportunities that allow the fulfillment of the monthly, quarterly, and annual targets; generate effective sales closings.

\*Capable of having a deeply knowledge of a portfolio accounts and territory

\*Ability to resolve problems, to communicate clearly and effectively with all levels of the medical community including patients.

\*Works closely with Clinical Lead, Clinical Management, and Regional Sales team to provide customer care and sales support.

\*Identifies and facilitates execution on growth opportunities with the Sales and Clinical Support Team

\*Results-driven, and execution

\*Highly organized, ability to work under pressure, and attention to detail.

\*Loves teaching and learning

\*Self-motivated

\*High integrity and compliance values

\*Flexible and adaptable

\*Growth mindset

**Requisition ID:** 581709

As a leader in medical science for more than 40 years, we are committed to solving the

challenges that matter most – united by a deep caring for human life. Our mission to advance science for life is about transforming lives through innovative medical solutions that improve patient lives, create value for our customers, and support our employees and the communities in which we operate. Now more than ever, we have a responsibility to apply those values to everything we do – as a global business and as a global corporate citizen. So, choosing a career with Boston Scientific (NYSE: BSX) isn't just business, it's personal. And if you're a natural problem-solver with the imagination, determination, and spirit to make a meaningful difference to people worldwide, we encourage you to apply and look forward to connecting with you!

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