



Job Title: Field Support Specialist

Req# 612-12

TERRITORY: Illinois, must reside in Greater Chicago area

POSITION SUMMARY:

The Field Support Specialist is responsible for working an assigned sales territory in conjunction with and supporting activities of the Business Development Representative. The FSS role has three main functions:

- 1) Train, educate and establish standards of practice for use of company products.
- 2) Work closely with the territory Business Development Representative and Clinical Specialist(s) to service and expand the customer base for company products.
- 3) Act as a clinical liaison between Business Development Representatives, physicians, therapists and patients

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Accompanies Business Development Representatives or Clinical Specialists as needed to support patient fittings, and work with local physicians and therapists for training and follow-up.
- Demonstrates initiative and a level of expertise in use of company products to serve as a resource to physicians, therapists and patients.
- Establishes standards of practice in the use of company products to ensure exceptional care and patient/therapist compliance.
- Plays an instrumental role in new business development by promoting patient sales.
- Able to react to change productively and to perform other essential tasks assigned.
- Attends national and regional trade shows, as needed, to promote product recognition in the marketplace and assist in identifying potential leads.

EDUCATIONAL REQUIREMENTS:

Bachelor's degree required. A degree in Exercise Science, Kinesiology, PTA, or ATC is a plus.

EXPERIENCE:

Minimum 2 years of outside sales experience in sales or sales support and marketing roles in a defined geographic territory. Experience in sales and service to hospitals or rehabilitation facilities, in particular post-stroke/neuro-rehabilitation, settings a plus.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be self-motivated and possess integrity, initiative, and excellent verbal and written communication skills.
- Demonstrates the ability to prioritize activities in an outside sales/service environment.
- Possesses strong interpersonal skills in order to build effective, lasting relationships with therapists and patients.
- Individual must conduct themselves in a professional manner; be diplomatic and tactful with professionals and non-professionals at all levels.
- Demonstrates the ability to effectively communicate, problem solve, and adapt to a fast changing environment with ease.
- Solid skills in Microsoft word, Excel, Outlook and use of the internet.
- Possesses a dedication to teamwork and commitment to excellence.
- Possesses a talent for quickly mastering technology.
- Able to travel 75-80% in assigned territories, with some overnight stays.

Contact: [Submit resume to careers@bioness.com](mailto:careers@bioness.com).