



We are looking for a

Clinical Application Specialist QFR, US

Who are we?

Medis was created in 1989 as a spin-off of the Leiden University Medical Centre (LUMC Netherlands). Our founder and current CSO, Hans Reiber, built the company focusing on X-ray and image analysis of the heart and with the mission to make these tools available to all medical researchers and specialists.

For over 30 years, Medis has been providing high quality quantitative analysis solutions for cardiovascular imaging to the medical community. Our heritage and core values are based on this strong purpose of contributing to a healthier society by providing the right tools to cardiologists, radiologists, researchers, and industry partners.

Based on the principle “to measure is to know” we support medical professionals with determining the best diagnosis and the subsequent treatment strategies for all patients. Our software creation and realization process is as simple, as it is unique: starting from a medical need that develops from concept to product. In Medis, this continuous innovation leads to new software solutions based on new ideas for the ever-changing cardiovascular imaging environment. And at the same time, we remain relevant in a social and sustainable way. At Medis, quality is key.

Medis. Imaging solutions in a Heartbeat.

What will your role be?

The primary responsibility of the Clinical Application Specialist QFR is to provide best-in-class product and clinical training and education to current and new customers, as well as Medis employees and channel partners. The Clinical Application Specialist QFR will be the principal product champion within his/her assigned customer accounts and will also be responsible for expanding the adoption of Medis technology within these accounts and grow its utilization. This is a high-profile position where customers will expect to be supported and trained by a Medis expert who can work as a valued clinical resource with all levels of staff, including high profile key opinion leaders. With your main focus on QFR you will be supporting the interventional cardiologists during the interventional procedures in the cardiac catheterization laboratories. Our QFR product is a faster and less invasive method compared to the traditional method currently used in most catheterization laboratories.



The Clinical Application Specialist will be a member of the Medis commercial organization, reporting to the CCO. He/she will work closely with Medis' Sales Managers and/or Channel Partners to develop account relationships and deploy Medis sales strategies to acquire new customers and sell additional product licenses to hospitals, research centers, and freestanding imaging centers. The Clinical Application Specialist will support the sales team with expert product demonstrations and clinical insights during the entire sales cycle and assume key responsibility for product training and overall customer launch following the successful sales close.

The Clinical Application Specialist is a key member of the Medis field team that works closely with physicians and our internal staff to ensure successful outcomes for our patients.

- Providing extensive product training and support to interventional/non-invasive cardiologists/radiologists, technicians, physicians and distributors
- Developing relationships with physicians and strategically important customers to drive Medis product use in line with Medis corporate objectives
- Implementing training programs and developing supporting materials to effectively introduce new customers to Medis products
- Gathering market intelligence, customer needs and future product requirements and communicating these insights to Medis Sales, Marketing, and Product Management organizations.
- Recording and reporting field observations and/or customer complaints associated with Medis products and services
- Communicating with IT, software users and vendors about the setup and implementation of solutions
- Realization of software configurations and installations at customer's sites
- Delivering product demonstrations online, at congresses and on-site at hospitals
- Establishing and managing customer relationships
- Identifying potential sales opportunities
- Supporting educational partnerships with key-opinion leaders and training centres
- Acquiring expertise in Medis products and their clinical application while staying current with the clinical evidence supporting their use and with developments in the cardiac imaging field
- Documenting all significant customer contacts via Medis' CRM platform
- Administering support, as requested, to resolve customer issues and answer customer questions and then documenting the resolution of these requests in Medis' CRM platform
- Performing or facilitating, as requested by Medis Product Management, validation testing on new, pre-release versions of Medis products, software and services.

The profile we are looking for:

- Bachelor's or Master's degree in a (bio)medical imaging or Radiological Technologist.
- Familiar with the health care market (hospitals, clinics, radiology and imaging centers).
- At least 3-years' related hands-on experience in a cath lab setting working directly with clinicians and possessing a professional certification or equivalent combination of education and industry experience
- Experience in selling/pre-selling and/or training/installation experience in a medical, healthcare or technical field (e.g. biomedical engineering, medical physics, radiology or imaging centers) is a plus.
- Ability to interface with both internal team members and external customers as part of solution-based sales approach.
- Knowledge of healthcare trends, industry standards and successful strategies for hospitals.
- Ability to design, lead and execute customer and employee clinical training projects.
- Specific clinical requirements based on Medis QFR products.

Personal Skills and competences:

- Excellent communication, presentation, interpersonal and problem-solving skills with the ability to handle complaints, settle disputes, and resolve conflict.
- Professional and confident in speaking to small and medium-sized groups.
- Ability to energize, develop and build rapport at all levels within an organization.
- Ability to work both within a team and independently.
- Customer-oriented, representative and responsible.
- Attentive to detail, committed and persevering.
- Ability to manage multiple tasks to completion.
- Flexible, with a hands-on and pro-active mentality.
- Outstanding problem-solving skills and strong organizational skills.
- Willing to travel frequently, travel up to 30-50%.
- Experience with Microsoft Office, Salesforce CRM, and basic network knowledge is a plus.

What Medis offers you:

- An attractive compensation plan
- International, young and diverse colleagues
- Personal growth and development opportunities
- Contributing to innovative products that make a difference