

Clinical Support Specialist

Interested in the medical device field, and have a passion for account management? Then this job may be a great fit for you! Biomedix is a growing health information technology company looking for someone to support our key strategic partners.

Your primary role is to support our strategic partner and their customers' usage of our flagship diagnostic device, which enables an underdiagnosed but deadly chronic condition to be detected early in the progression of the disease, optimizing patient outcomes.

At least 50% of your time will be spent onsite at clinics, working with clinical staff and resolving issues. You must be comfortable reaching out to customers on the phone and in person. In exchange for your enthusiastic attitude, dedication and hustle, you will quickly learn how to:

1. Provide clinical advice
2. Offer reimbursement guidance
3. Perform technical troubleshooting

All with the goal of optimizing device utilization to identify as many patients as possible with a chronic condition.

Essential Job Functions:

- Support strategic partner client introductions
- Outreach to clinics to support device utilization
- Provide troubleshooting assistance regarding customer devices, status, and open issues
- Offer account management services to optimize the customer experience
- Respond to customer requests in person, via phone and email
- Answer questions about products and services
- Leverage a Customer Relationship Management (CRM) system to log calls and other interactions with customers
- Work with customer service team to ensure proper customer service is being delivered
- Handle protected health data and other sensitive information responsibly, following company policies regarding confidentiality

Professional Requirements and Skills:

- Education: Minimum Associate degree
- Work Experience: 3 years of experience in marketing, sales, or service
- Outstanding communication skills; in person, on the phone and via email
- Self-motivated
- Ability to work with a remote team
- Must demonstrate a high level of integrity
- Able to work in a fast-paced team environment
- Interact professionally and effectively with customers and team members
- Travel locally 50% of the time

Background Screening

Employment contingent upon successful completion of a background investigation, including criminal history, and successful completion of a drug screening.