



Cardiovascular Clinical Educator II, RN supports the SSI Sales team with clinical education and training programs that align with business strategies. The Cardiovascular Clinical Educator II, RN is responsible for leadership, coaching, support and development partnering with Regional Account Managers (RAM) in providing timely priority customer response, education and training activities, efficient and effective problem resolution. Partners with the Principal, Clinical Education, and Senior Clinical Education and Training Manager to assist in development and implementation of new clinical education processes and to drive change that directly involves other organizations besides their own.

Reports to : Principal Clinical Education

Roles and Responsibilities:

Strategic development

The person in this role is accountable for working with stakeholders across the business, analyze drivers of customer satisfaction, develop and execute plans to address customer service and quality concerns.

- Utilize skills technical expertise and product functional and technical knowledge to lead the Field Team in product knowledge that support sales growth and meet company goals
- Execute standardized Clinical Education and Training processes for on-site stakeholder training
- Evaluate current program objectives and metrics and work with key stakeholders to maintain procedural adoption and outcomes
- Provide tools to help move strategies and programs forward from development through the planning and implementation phases
- Monitor, report and analyze the success of assigned medical education

Educational Programs

- Responsible for keeping abreast of updates in technology and recommendations for early PAD diagnosis and monitoring and reporting to Education Department such information.
- Lead standardized clinical education programs and hands on training
- Is directly involved in the training of Internal SSI Trainers, Senior Trainers and Stakeholder Trainers
- Partner with clinical education team to design develop and implement efficient and effective training processes and structures
- Support clinical education programs to improve utilization of system and stakeholder's business goals
- Maintain health care and product knowledge to address competitive issues as it relates to product demonstration, training and sales process
- Assist with ideas in development of new programs for eLearning education

Skills & Experience

- RN with bachelor's degree in nursing, life sciences, or a related field.



- **5 or more years Clinical Cardiovascular Nursing experience**
- **2 or more years Commercial Clinical Support or Education experience**
- **Successful customer service management experience, with at least 3 years public presentation and training experience**
- Self-starter and team player mindset able to determine and drive appropriate communications approaches with limited direction across cross functional teams
- Strong work ethic, professionalism, business judgment and keen attention to detail
- Results-driven individual with the ability to work in a multi-deadline-driven environment
- Ability to develop and maintain strong and productive relationships with physicians, practice managers, medical professionals within stakeholders' organizations
- Excellent communication skills including presentation skills, writing and active listening
- Willingness to travel extensively (up to 70%). Must live within 1 hour of major airport
- Medical device and research experience, ideally in Cardiovascular diagnostics preferred
- Advanced knowledge of Windows programs, Salesforce, and data analytics