

## **Bilingual Clinical Educator I - II – *Clinical Education & Training Department***

**The Clinical Educator I**, supports the SSI Sales team with clinical education and training programs that align with business strategies for their stakeholders.

The Clinical Educator I is responsible for leadership coaching, support and development partnering with Regional & Technical Account Managers (RAMS, TAMS) in providing timely priority customer response, education and training activities, efficient and effective problem resolution. Under the direction and leadership of the Principal, Clinical Education and Senior Clinical Training Manager, supports in the development, management and implementation of new clinical education processes that drive change that directly involves other organizations besides their own.

**Reports to: Principal Clinical Education or Senior Clinical Training Manager**

### **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 adult training skills, expertise and product functional and technical knowledge to lead the Field Team in product knowledge that support sales growth and meet company goals
- Manage and execute standardized clinical Education and Training processes for on-site stakeholder training
- Evaluate current program objectives, 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 in clinical settings and report back to Account Managers

#### ***Educational Programs***

- Responsible for keeping abreast of updates in technology and recommendations for early PAD diagnosis, monitoring and reporting to Education Department
- Manage standardized clinical education programs and hands on training of internal and external stakeholders
- Is directly involved in the training of Internal SSI Account Managers, Customers and Stakeholder Trainers
- Provide support of clinical education development team in future design, development of efficient and effective training processes and structures
- Support all clinical education programs to improve utilization of systems 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
- Provide suggestions for the development of new training programs that may impact future educational programs

#### **Skills & Experience**

- **Bachelor's or Associates Degree in nursing, life sciences, health care technology or related field**
- **LVN, CMA, CRT, RVT, RDCS with 3+ more years' experience in Adult Clinical Education Programs**
- **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 communication approaches with limited direction across cross functional teams
- 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, and 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
- Advanced knowledge of Windows programs, Salesforce, Web bases training programs and data analytics
- Ability to read, write and speak Spanish