

Product Specialist

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Company: Guided Solutions

Location: United Kingdom

Category: other-general

Our client is a designer, developer, and manufacturer of market-leading technical medical devices. The business is undergoing significant and sustained global growth with movement into new regional markets. In connection with this ongoing development, the business has identified a strategic requirement for a **Product Specialist** to cover the North West region of the UK.

The successful candidate for this role should be an autonomous, proactive and highly self-motivated individual. Ultimately, the **Product Specialist** should help the business to improve the service provision and efficiency of the existing customer base to maintain and build long-lasting relationships with the customers in the assigned region.

Key responsibilities:

Collaboration with Marketing and Sales leadership in the creation and implementation of a region-specific sales strategy

Provide customers with technical advice and appropriate training on the safe and effective use of the company's products.

Meeting or exceeding the targets set by Specialty Management by working independently in assigned territory to present and sell products and services to physicians, hospitals, outpatient facilities, health care facilities and other key decision-makers.

Maintain up-to-date records of customer activity on the company's CRM system, including information on customers' usage, purchasing protocols and relevant competitor activity working jointly with the appropriate Account Manager.

Demonstrate excellent knowledge of the product range and a sound understanding of the associated medical discipline.

Provide technical training and support to medical personnel on the use of the company's medical devices as required.

Follow-through on customer requests and commitments.

Identify, establish and develop relationships with key clinical and non-clinical decision-makers.

Understand and follow the company's quality policies and procedures concerning Complaint Handling, Product Returns, Samples and any other areas as appropriate.

Compliance with, and accountability for all policies within the company and all other applicable federal, state and local laws and regulations.

Support the customers with activities relating to the management of the company's stock and equipment including consignment inventory, loan kits, stock auditing, and ordering patterns.

To liaise with colleagues from other parts of the company to ensure cross-business opportunities within key accounts are maximised.

To be considered for this position candidates must closely match the following reference profile:

Professional qualification or undergraduate degree

Previous experience with Medical Devices within the Surgical Orthopaedic field

Availability and willingness to travel up to 75% travel.

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