

## Job Description Form

(Reference SOP 6.0.2)

**Job Title:** EP Field Intern, USD

**Job Reports to the following Title:** Vice President, Area Sales; Director Regional Sales; Manager Regional Sales

### **Job Summary:**

In a trainee capacity, assists in the implantation of medical devices and the support of those devices. Assists in the day-to-day management of variously clinically-related issues. Working under direct supervision, provides educational and technical support in response to field inquiries from physicians, health care professionals, patients, and field sales staff. Identifies and routinely uses the most effective, cost efficient and best business practices to execute processes; continually evaluates their effectiveness and appropriateness. Exercises judgment in planning, organizing and performing work; monitors performance and reports status to manager. Engages in activities and behaviors to become proficient in the servicing of accounts. As appropriate, may assist marketing personnel in the support of advertising and promotional sales activities.

### **Essential Functions:**

1. Provides technical support in response to field inquiries.
2. Provides regional implant support on an as-needed basis.
3. Provides medical professionals with information and training on the use of specified Company products.
4. Provides medical professionals with staff education, in-services and technical troubleshooting.
5. Insures that all pertinent patient information (Patient Registration Form) is completed and forwarded to patient tracking when required.
6. Responsible for the management of any assigned physical inventory.
7. Responsible for the implementation of the sales and marketing strategies.
8. Responsible for collecting appropriate information relative to market dynamics, competition, as well as other pertinent information.

### **Other Duties:**

1. As trainee will be required to follow 3 year training program where you will learn the technology and business of SJM.
2. Attends implants when requested.
3. Requires AF certification, SJM Brady, Tachy, and CRT certification within 24 months of hire date.
4. Remains current on developments in field(s) of expertise. Remains knowledgeable and technically competent relative to pacing procedures and the products offered in the market place. Responsible for becoming familiar with all aspects of SJM/USD's business.
5. Resolves and/or facilitates resolution of problems including identifying causes to prevent re-occurrence.
6. Performs related duties, on occasion, as assigned or required.

**Note:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements, which may change from time to time based on business needs. When appropriate, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

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(Reference SOP 6.0.2)

### **Accountability/Supervision:**

In a trainee role, works under close direction to provide day-to-day clinical assistance as directed to support activities in an assigned area on a temporary basis. Following established procedures; assists more senior personnel with assigned projects to become prepared educationally to assume a Technical Services Specialist position. Work is reviewed in progress as needed for soundness of judgment and accuracy; contributions have some effect on team results. Works on assignments that are semi-routine in nature where ability to recognize deviation from accepted practice is required. May collect data and prepare preliminary findings.

### **Relationships:**

**Internal:** Interfaces with all levels of the sales and sales management staff.

**External:** Under the direction of more senior sales personnel, interacts with customers and assigned institutions, physicians and technicians, customer purchasing and administration. Interacts with independent sales representatives regarding agreements, communicates with reps and sub-reps; and, as appropriate, with hospital administrators for national agreements.

### **Equipment:**

Utilizes a personal computer (desk and/or laptop), peripheral computer equipment, cellular phone, regular desktop telephone, and other standard office equipment.

### **Working Conditions:**

Works out of field office and/or personal residence. Engages in considerable travel and may spend a significant amount of time "on the road" using automobile and/or commercial transportation, staying in hotels/motels, eating in restaurants, etc.

### **Physical Demands:**

Job activities require mobility and stamina involving a significant amount of walking, standing and sitting; manual dexterity to carry, reach, manipulate, handle and demonstrate Company products as well as to write, telephone, use computer keyboard, etc; stooping and kneeling to pick up and carry equipment; and the ability to communicate clearly. Lifting requirements are normally up to 25 pounds, but may exceed that on occasion. Requires clear vision and good depth perception.

### **Qualifications:**

**Required:** Candidates should be less than or equal to two years post undergraduate school with a Bachelor's degree in a relevant technical field with a concentration in Engineering or Biological and Physical Sciences or equivalent. A demonstrated ability to analyze and evaluate technologically complex devices; ability to work with others effectively; and a basic familiarity with medical device industry policies, operations and procedures. Ability to establish and maintain good working relationships with customers, physicians, hospital administrators, government agencies, medical groups, and other sales representatives. Demonstrated verbal and written communication, negotiation, sales, interpersonal and presentation skills. The ability to concentrate on detail and work independently. Basic working knowledge of frequently used personal computer programs and relevant applications.

**Desired:** A Bachelor of Science degree in Biomedical Engineering. An understanding of all USD product technology. Working knowledge of domestic regulations relative to the medical device industry.

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