

The Role:

Reporting to the Sales Manager, you will be responsible for clinical support of Pain Management portfolio. You will work closely with the current Pain Management Team, customers and patients to provide clinical, technical support and education in the area of pain management/neuromodulation.

While PEI has a 32-county focus, your primary responsibility will be the Dublin/Leinster area, however a flexible approach will be required as travel to the South/West/North of Ireland will be required weekly.

The Person:

The successful candidate will work with the Pain Management Team to promote company products through education of current & potential customers by providing excellent clinical education and support. You will build relationships with all business partners, be confident dealing with complex product offerings and ideally have prior experience working in operating theatres, in either support or nursing capacity. You will engage with our customers to ensure we understand their needs and collaborate with the PEI Operations Team to ensure the needs of all stakeholders are met.

PEI is committed to delivering a first-class service. All its clinical and sales representatives are equipped to give expert advice on the ward, in the OR, or in the patient's home. The focus on Customer Obsession together with detailed product expertise ensures our unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI brand.

The Company:

Named a "Great Place to Work" for 2021, PEI is a leading medical and surgical sales, marketing and distribution company. PEI's product portfolio includes major brands from world class manufacturers such as DePuy Synthes, Boston Scientific, Ansell and ResMed. This is an exciting opportunity to work for a company whose focus is in developing its people and ensuring they are equipped to provide service solutions to its customers.

Basic Requirements:

- A relevant clinical qualification with at least 3 years' experience essential
- A Business/Sales qualification is an advantage
- A willingness to work in a clinical support role
- Capable of working in a theatre environment and managing cases
- Excellent interpersonal skills
- Quick analytical mind
- Proven attention to detail and follow through
- A flexible attitude and focus on team work
- Capacity to integrate easily
- Ability to work to deadlines
- An attitude and ambition to progress
- Computer literate in Microsoft Office
- A Clean, full driving licence

Roles & Responsibilities:

Reporting to the Sales Manager and working with the wider team your role and responsibilities reflect PEI's key principals:

Clinical Support:

- Provide clinical and technical support and education to the end user (the patient)
- Required to provide appropriate clinical and technical support and advice to ensure customer relationships are maintained and KPI's are achieved
- Responsible for supporting products that provide solutions to the customers
- Provide assistance to patients post implant, where necessary
- Experience of full case management of patients
- Comfortable in theatre environment
- Delivery of first-class support and service in line with expected standards from PEI

Knowledge & Experience:

- To develop and maintain a broad understanding and experience of all aspects of the PEI sales and support process
- To develop and maintain a comprehensive and up to date specialist technical knowledge in line with product developments and customer requirements
- To become trained across a range of products and markets

- Maintains certification and ensures continued professional development (CPD) requirements are consistently met
- Keeps abreast of competitor activities and key market developments

Relationship Management:

- Establish in-depth relationships with customers, instantly gaining credibility and trust based on specialist knowledge
- Recognise formal and informal power structures and be competent in tailoring your approach to successfully influence the decisions of choices of your customers, recognising that Key Decision Makers are critical in this process
- Develop relationships with external bodies relevant to our sector or any other organisation that will be pertinent to our business moving forward
- Proactively shares knowledge and provides assistance and advice to colleagues

Commercial Awareness:

- Demonstrate an understanding of the objectives and priorities of the market and a good working knowledge of other markets/areas
- Aware of the impact your role can make in helping the wider team achieve budgets and stock control and how to apply basic principles to same
- Provide support and input into PEI's tendering process as required.
- Collaborate with sales team to ensure market knowledge shared throughout the business.

Planning and Organization:

- Plans, organizes, and prioritizes own daily work routine to meet established schedule, based on requirements of customers and team.

PEI Compensation Package:

An attractive package is available to the right candidate

To apply for this position, please send your C.V. and cover letter to hr@pei.ie, and include the job title and your name in the subject line of your email.