

NEUROMetrix, INC,

Job Description

Title: Clinical Service Specialist (CSR) **Department:** Sales **Dept. No.:** 500
Reports to: Director of National Accounts **Supports:** All
Supervises: NA **Status:** Full-time
Hours/wk: 40+ **Work Hours:** 8:00 A.M.-5:00 P.M. M-F to include meetings. Travel required.

Duties and Responsibilities

1. Presentation to Physicians and Staff

- Primary responsibility is to call on assigned current customers in the physician office market to promote the appropriate testing of patients with the NC-stat Nerve Conduction System.
- Secondary responsibility is to provide customers with general reimbursement guidance for procedures performed with the NC-stat when requested by the customer.
- Secondary responsibility is to provide customers with technical knowledge in order to perform procedures with the NC-stat.

2. Product and Industry Knowledge

- Understand and demonstrate use and application of the NC-stat NCS System.
- Fully understand features, benefits and indications for the NC-stat NCS System.
- Understand human neural anatomy and physiology.
- Have intimate understanding and knowledge of reimbursement and workers compensation situation in territory.

3. Presentation Skills

- Ability to understand and answer or address any customer questions or objections.
- Be able to professionally present products consistent with Neurometrix training.

4. Territory Planning

- Develop a working plan/strategy to maximize appropriate testing in territory.
 - A. Identify primary targets considering market dynamics, potential volume, product availability and overall opportunity.
 - B. Development of action plan in conjunction with Director of National Accounts.
- Proper allocation of time among target accounts based on focused objectives.
- Responsible for developing a working knowledge of Sales Portal, maintaining and updating contact information for existing customers.
- Provide activity and accomplishment reporting on a timely basis as requested by sales or marketing including bi-weekly synchronizing of Sales Portal.

Communication

- Responsible for close communication with supervisor and marketing, providing feedback on marketing initiatives as well local market or industry changes. (i. e. competitive updates, Sales Portal updates, etc.)

Budget Administration

- The CSR will operate within the confines of their budget as established by the Director of National Accounts and the Sales Travel and Expense Policy.

Education

- Bachelor's Degree

Experience

- 2 to 3 years previous experience in related field.

Computer Skills

- Basic understanding and working knowledge of computers, including, Word, Excel, Outlook and PowerPoint programs.

Training

Refer to the network-training database for specific procedures regarding this position

- NeuroMetrix Clinical and Sales training.