



# Job Description

(ref. SOP-0035)

## Job Title

**Clinical Specialist**

## Reports to:

**Regional Clinical Operations Manager**

## Department:

**Clinical Operations**

## Summary/Career Advancement at ClearPoint Neuro

The Clinical Specialist role is an important first step in building your career at CLPT. This is a crucial role that we believe gives us both purpose by treating patients with some of the most debilitating neurological disorder including Parkinson's Disease, Epilepsy and Tumors, and value by feeling that each case we cover is truly contributing to the performance of the company. We believe that the patient is our ultimate customer, and there is no better place to learn than through direct contact with the surgical team using our products in the field.

At CLPT, we are developing multi-talented, team focused leaders. The Clinical Specialist's role is an important starting point on that journey, and the best way to be a part of our product and see a diverse set of deep-brain stimulation, laser ablation, biopsy and gene therapy procedures. Your first six months will be spent training in the classroom, but much more often, in the surgical suite shadowing our existing team before you are equipped to fly solo. After 12 months of covering a diverse set of cases, you will begin to take on added responsibility at the project level in addition to case coverage. Our specialist team today is involved in upstream and downstream marketing, clinical operations, product management, training and education. These added roles will give you the peripheral vision you need to see what parts of a medical device organization you feel most drawn to, while also staying current with new products and launches by covering cases each week.

After five years in the role, we expect that you will be fully trained, covering cases with the latest and greatest technology, but also sitting on at least three other program teams in Product Development, Sales, Marketing, Clinical, Training, Regulatory and international. The breadth of these experiences we believe is one of the most important development exercises in creating future leaders. This is where you start.

## Duties and Responsibilities

### Technical Support

- Coordinate, schedule and conduct on-site installations with our customers and sales force.
- Responsible for following Support Team Responsibilities and Process on assigned cases.
- Represents CLPT during MRI image-guided surgeries to provide technical assistance.

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- Repairs system hardware and software to maximize system performance.
- Installs software and hardware upgrades.
- Performs system preventative maintenance.
- Provides telephone clinical support to customers.
- Fulfills Software and Service Contract obligations.

## **Customer Support**

- Acts as the primary CLPT customer liaison for repair and technical support issues.
- Provides timely information to the sales team regarding customer concerns, issues and market opportunities.
- Calls sites proactively to assess satisfaction and usage levels of products.
- Maintains familiarity with status of calls and issues at customer sites.
- Manages field complaint activity through to full resolution.
- Files weekly site visit and customer contact reports for service improvement purposes.

## **Educational Support**

- Educates and trains physicians and hospital personnel – OR, Radiology, Central Sterile Processing, Biomedical and Information Technologies – on technical matters relating to our MRI guided surgery products.
- Provides a clinical resource for surgeons, clinicians and others being trained.
- Updates customers on workflow optimization and improvements, as appropriate.
- Participates in in-house sponsored customer training at designated sites.
- Provides training and resources for hospital staff to enable them to conduct training for their personnel (train the trainer).

## **Sales Support**

- Represents CLPT during surgical evaluations and demonstrations involving our products by attending cases and instructing physicians during clinical procedures, as directed by one over manager.
- Introduces and/or demonstrates more complex, new MRI image-guided products and applications to physicians and hospital staff.
- Demonstrates MRI image guided surgery products on the show floor and technical suites during major national surgeon meetings.
- Works as a team member with the Regional Clinical Operations Manager to prioritize customer technical support and service expectation goals.

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- Provides potential leads for new products, opportunities and customers to the sales team that are uncovered during the course of product demonstrations, evaluations, and training.
- Provide input on new product development based on in-field experience.
- Responsible for documentation at new or existing installations.

## Qualifications

### Experience

- 2 – 3 years of experience in a medical device technical support role.

### Special Skills

- Excellent verbal, presentation, and training skills.
- Must be able to work well in a team environment as well as individually.
- Goal oriented, reliable, and extremely well organized with strong attention to detail.
- Demonstrates ability to be a self-starter and work through projects with minimal supervision.
- Must be willing and able to travel up to 70% of the time.
- Occasional work/travel will be required on the weekend with advance notice.
- Excellent computer skills and high technical aptitude.
- Demonstrates ability to install the ClearPoint System, train the users and support clinical procedures.
- Strong understanding of customer and market dynamics.
- Must have a valid driver's license.
- Prior experience with Computer Assisted Surgery preferred.
- Operating room experience preferred.

### Education

- B.S. Required. PhD. or M.S. in Biomedical Engineering or Other Technical or Healthcare Related Area Preferred.

### Other Training and Certifications

Ability to complete credentialing for hospitals of which **COVID Vaccine** is a requirement.

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