

Contracts and Commercial Operations Manager

About ClearPoint Neuro:

ClearPoint Neuro's mission is to improve and restore quality of life to patients and their families by enabling therapies for the most complex neurological disorders with pinpoint accuracy. Applications of the Company's current product portfolio include deep-brain stimulation, laser ablation, biopsy, neuro-aspiration, and delivery of drugs, biologics, and gene therapy to the brain.

Objectives of this Role:

The role of the Contracts and Commercial Operations Manager is to take the lead to address challenging customer requirements and field issues, coordinating with other company stakeholders. Support the commercial organization as the interface in customer interactions and as the internal liaison across company functions, including legal, finance, marketing, and operations. This role will also serve as the manager of the company's commercial contracts process..

Duties and Responsibilities:

- Own, optimize, and streamline company contracting processes:
- Contract administration and lifecycle management.
- Perform initial contract review for standard company agreements, modifying commercial terms, and collect feedback from company stakeholders as needed (legal, sales, finance).
- Proofread, edit, and fact-check legal documents for accuracy and consistency, and review accuracy of final contracts before signature.
- Serve as point person for customer contract negotiations.
- Maintain database of commercial contracts and templates.
- Communicate important contract milestones and dates for internal action planning.
- Coordinate process for customer IT assessment, and take action to address questions and agreements regarding product security and information security, with input from R&D, software development teams, and legal.
- Manage equipment evaluation fleet. Track equipment evaluation time periods and send reminders to sales teams to ensure timely equipment returns.
- Track software license deployments to customers.
- Respond to customer requests for certificates of insurance and other insurance information.
- Complete vendor forms and registration process.
- Manage hospital credentialing process for sales representatives and clinical specialists.
- Support commercial team in leading other projects to ensure smooth and efficient business operation, including customer support and service issues, inventory management, and procurement.

Experience and Background:

- Able to interact professionally with customers, ensuring that all customers are provided with high quality and timely support.
- Excellent project management skills and the ability to track multiple deliverables to meet company objectives.
- Minimum five years experience in a role interfacing with commercial contracts or agreements.
- Experience with negotiating terms and conditions, supply agreements, purchase agreements, and non-disclosure agreements.
- Able to multi-task while maintaining attention to detail.
- Proficiency with Microsoft Office Suite required.
- Excellent communication skills (written and oral).
- Able to demonstrate problem solving skill through analytical reasoning and creative solutions. Critical thinking skills essential.
- Able to work independently.

Education:

- Bachelor's degree from an accredited 4-year institution.

Location:

- Solana Beach, CA (preferred); remote candidates will be considered.

This role offers plenty of room for you to grow your professional skills and directly impact the company.

Contact careers@clearpointneuro.com to apply