

## **Clinical Account Specialist, Endoscopic Spine Surgery**

RIWOspine is a leading pioneer in the emerging field of endoscopic spine surgery. The company developed the first endoscopic systems and techniques and is famous for its technical innovation, highest quality instruments, and outstanding educational programs. RIWOspine is a small company focused on the special needs of the spine endoscopy market, but is backed by the resources of its parent company, Richard Wolf.

RIWOspine is recruiting for a Clinical Account Specialist to support the use of RIWOspine equipment in the endoscopic spine surgery program at a major academic hospital in the Philadelphia area. On-site support includes ensuring equipment ready for cases, providing technical support during surgical cases, and ongoing training for hospital staff. The Clinical Account Specialist will initially receive intensive training to develop an understanding of the fundamentals of the surgical techniques and the proper use of the equipment, and then finish training at the account, becoming the “go-to” person for RIWOspine endoscopic activities.

### **Key Duties:**

- Support for endoscopic spine surgery program at assigned Key Account in Philadelphia, PA
  - Remain aware of and prepare for all upcoming endoscopic surgeries
  - Ensure all necessary equipment is present and ready for all endoscopic surgical cases
  - Provide support and technical advice during surgical cases
  - Review, inventory, and arrange the equipment sets at the account
  - Facilitate the ordering of replacement parts, including disposables
  - Troubleshoot equipment and facilitate repair and replacement of faulty equipment
  - Educate stakeholders (OR management, OR staff, SPD, etc.) on the proper usage and care of RIWOspine equipment.
  - Routinely meet with the surgeon regarding upcoming surgery and surgical needs
- Other Duties
  - Provide clinical support at other local and remote sites as time permits
  - Assist with RIWOspine workshops - occasionally on weekends as time permits
  - Help with set-up and clean-up of laboratory equipment and lab stations.
  - Assist in running corporate sales rep training events.
  - 10-15% travel required (local / overnight stays)

### **Qualifications:**

- Bachelor’s Degree in Nursing, Surgical Technology, or other related field or a Bachelor’s Degree in business or a healthcare-related field.
- Three years’ experience in the healthcare field.
- Experience in operating room and with OR protocol.
- Knowledge of spine anatomy and spine surgical techniques.
- Ability to work within large hospital setting and rapidly solve problems a must.