

# Clinical Support Specialist ResMed Team - One Year Fixed Term Contract



As the successful candidate you will benefit from exposure to leading medical solutions, personal development, training support and potential career progression opportunities within the company.

## The Role

As a member of our ResMed PEI Team working in the area of Sleep Disordered Breathing and Bilevel Ventilation you will work closely with our business partner to provide support and education to the end user, namely the patient. Our ResMed business has an all-Ireland focus but your key areas of focus will be the **West of Ireland** area.

## The Company

Named a "Great Place to Work" for 2020, 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, Medtronic, 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.

## The Person

You are someone who has an ability to get things done. You demonstrate accountability and strong commercial awareness allowing you to adapt quickly in line with business changes. You have excellent communication, organisational and problem-solving skills. You are self-motivated and constantly seeking smarter ways of working. With excellent influencing skills, you have an ability to foster relationships at all levels. You are pragmatic in your approach to how you challenge whilst ensuring compliance and best practice at all times.

PEI is committed to delivering a first-class service. All its 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. PEI entered the Sleep and Respiratory Medicine market in 2005 when it joined forces with ResMed one of the world's major players in the industry and together the two companies bring a wealth of knowledge and experience to the sector.

## Basic Requirements:

- Must be a registered nurse
- Experience in respiratory area or sales preferable but not essential
- Excellent interpersonal and communication skills
- Excellent IT skills. Computer literate in Outlook, Word and Excel and Patient Management Systems
- Experience with video conferencing software and maintaining a paperless system
- Proven attention to detail and follow through
- Be able to plan work and prioritise daily tasks
- Self-starter/Demonstrates initiative
- Completer/Finisher
- A clean, full driving license

## Key Skills:

- **Promotes Teamwork** – Contributes to the team, readily helps or co-operates, encourages reasonable relationships within their team. Pulls their own weight in the team.
- **Customer Relationship** – Can build rapport. Is outgoing and positive to customers. Relates well to other members of the work team or customers. Displays enthusiasm and is understated in approach.
- **Communication Skills** – Is open and receptive to other people, picks up other peoples' immediate feelings and emotions and is able to communicate basic information effectively.
- **Flexibility and Adaptability** – can deal with several tasks at once with momentum and pace, is able to cope with most normal situations, is seen as a reasonable individual capable of a healthy give and take relationship. Other individuals are able to present sensitive ideas in their presence. Is willing to compromise without compromising integrity.
- **Analytical Mind** – Ability to think rapidly. Confident decision making.



**Create Better  
Outcomes**

### **Roles & Responsibilities:**

- Reporting to the Business Manager, below is an outline of responsibilities:
- Ability to provide support and education to the end user (the patient) through hub and spoke model:
  - Initial therapy set up in ResMed PEI Clinical room, hospital or home environment with ResMed products
  - Follow up to ensure compliance with therapy
  - Compliance Data management
  - Home Sleep Studies
  
- Provide CPAP follow up clinics in ResMed PEI Clinical room
- Liaise with physicians, technicians, nursing personnel in the hospital environments, as required
- In conjunction with the team, to provide educational workshops and training clinics for respiratory products
- Commitment to the provision of quality patient focused service alongside other members of the team.
- All administration and updating of patient records in online Patient Management Systems required

### **PEI Compensation Package:**

An attractive package is available to the right candidate

### **How to Apply**

To apply for this position, please send your C.V. and cover letter to [hr@pei.ie](mailto:hr@pei.ie), and include the job title in the subject line of your email. Thank you!