



Title: Product Success Specialist

Division/Department: Sales & Marketing

Type of Position: Full Time

Summit Medical, an Innovia Medical Company

Eagan, Minnesota

January 2021

Innovia Medical combines the experience and expertise of Summit Medical, Shippert Medical, Network Medical, DTR and Eagle Labs to help our medical professional partners elevate the delivery of care to improve patient outcomes. We develop products not just for our customers, but with our customers. Our collaborative approach cultivates innovative medical solutions for the global health care industry. Through excellence in design, supply chain management, manufacturing and customer service we put quality at the forefront in all aspects of our business.

Job Summary

The Product Success Specialist is an expert in all InstruSafe products and provides technical product support to the InstruSafe sales teams and customers. Key responsibilities include designing custom configured instruments trays, developing and maintaining positive relationships with sales teams, communicating and bringing focus to new products, answering customer questions, auditing customers to ensure product satisfaction and traveling on a regular cadence with sales teams to key accounts to grow the business.

Essential Duties and Responsibilities

- Manage the custom tray program and pipeline in your territory
- Design, build, document, photograph custom trays
- Promote all InstruSafe products in the portfolio ensuring diversification metrics are achieved
- Support sales representatives through account targeting and identifying opportunities
- Co-travel with sales representatives to key accounts
- Audit customer accounts to ensure product satisfaction and to gather post-market surveillance
- Provide exemplary customer service and technical support to sales representatives, distributors, and customers
- Support existing accounts to ensure customer satisfaction
- Field customer calls and determine the type of assistance is needed
- Assist with onboarding of new sales representatives
- Coordinate samples and Loaner Trays
- Complete projects and other duties as assigned by manager

Experience & Education Requirements

- Associates degree in business, marketing, engineering or 2 years related experience
- Excellent verbal, written communication and organizational skills
- Strong leadership skills and the ability to take initiative
- Strong customer service skills
- Advanced working knowledge of Microsoft Office
- Ability to multi-task and handle numerous assignments simultaneously

Preferred Skills & Abilities

- Written and verbal presentation skills
- Strong knowledge of surgical instrumentation preferred
- Working knowledge of medical terminology preferred
- Comfortable using basic tools
- Sterile Processing Experience
- Professional certificates: CRCST, CCSVP

We offer a full complement of benefits including health, dental, vision, life insurance, AFLAC, 401(k) and generous PTO. Come work for a growing company that offers a fun, collaborative environment with work-family balance.

Qualified applicants should send their resume, cover letter and salary requirements to careers@innoviamedical.com.

EOE/Disabled/Veterans