



Clinical Specialist, Full-Time Naked Prosthetics (Remote)

Naked Prosthetics is seeking a full-time Clinical Specialist to provide clinical education on our product family to our customers and referral sources. The ideal candidate will have a proven ability to present information effectively to large and small groups, communicate and work efficiently with multiple teams, and meet all interactions with warmth, dedication, and follow-through.

This person will be committed to helping our customers achieve successful outcomes for the end users of our products through authentic, informative, and transparent conversations. This position is an opportunity to engage with healthcare providers and interact with prosthetists and amputees in order to provide and support functional solutions to those with partial hand and digit amputations.

About Naked Prosthetics:

Naked Prosthetics is a fast-paced organization whose mission is to support people with finger amputations and to positively impact their lives by providing functional, high-quality finger prostheses. We manufacture durable, custom, functional finger prostheses, which aim to restore the user's ability to perform daily tasks; supporting job retention and encouraging an active lifestyle. As a rapidly growing company both nationally and internationally, we are looking for more dedicated team members to help support our mission.

Job Responsibilities

The Clinical Specialist will report to the Customer Care Manager and is responsible for the following:

Duties

- Developing depth of clinical knowledge, expertise, and ability to demonstrate all NP products
- Working effectively with Customer Care, Engineering, Manufacturing, and Educational Outreach teams
- Providing clinical expertise in identifying patient candidates, setting expectations, managing outcomes and providing oversight on evaluations, device fittings, revisions, and follow-up appointments
- Responding to technical inquiries, complaints, and clinical feedback associated with the products, problem-solving through all challenges, addressing any concerns tactfully, and assisting the customer with the appropriate solution
- Documenting all customer interactions effectively and providing clear and concise direction to manufacturing for any revision orders
- Identifying opportunities for product improvement and development

- Leading educational training events including clinical workshops, high level demonstrations, webinars, and lectures at regional and national meetings
- Demonstrating time management, flexibility to change tasks, and ability to manage multiple responsibilities
- Receiving and incorporating constructive feedback and contributing to the collective knowledge, skill, and experience of the clinical team
- Other duties as assigned

Qualifications

We're seeking candidates who are dependable, excel in educating effectively, are quality-conscious, and have strong interpersonal skills. You should have:

- A track record of developing and maintaining strong working relationships with and among a diverse group of stakeholders
- A demonstrated commitment to working through challenges to meet high expectations through active problem-solving and effective communication
- Experience managing multiple projects and ability to shift focus with ease
- A strong commitment to process improvement within a small and growing team
- ABC or BOC Prosthetic certification preferred
- Ability to travel up to 30%

Proficient knowledge of CRM software and prior experience in public speaking are strongly desired but are not requirements. Proficient knowledge of the NP product line is also an added benefit though not mandatory for application.

Compensation depends on experience and is highly competitive.

RCM Enterprise, LLC, dba Naked Prosthetics is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age protected veteran or disabled status, or genetic information.

Please send cover letter, resume and references to jobs@npdevices.com.