

JOB TITLE	Product Specialist TMS Clinical
DEPARTMENT	Training
REPORTS TO	Training Supervisor
RESPONSIBLE FOR	n/a
BUDGET RESPONSIBILITIES	No
PURPOSE AND SCOPE OF THE JOB	
Provide Transcranial Magnetic Stimulation (TMS) device installation and product training to Psychiatrists/Nurses/Technicians	
DUTIES AND KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> • Train TMS facility staff (Psychiatrist/Nurses/Technicians) on the use of the TMS device. • Install and Set up the TMS medical device. Test Functionality • Train TMS facility on how to administer TMS treatments according to specific physician protocols. • Train TMS facility staff on and to monitor all aspects of the treatment sessions for patient comfort and treatment accuracy. • Train TMS facility staff to troubleshoot and resolve issues with patient comfort, coil contact, and TMS system setup throughout treatment. • Conduct follow up support to all TMS installations. • Develop continuing TMS education programs for all Magstim TMS customers. • Communicate with team of certified TMS psychiatrists who oversee patient treatment at multiple office locations. • Support the Patient Care Coordinator team as needed. • Extensive Travel throughout the USA is a requirement. • Other tasks, as assigned. 	
PERSON SPECIFICATION	
<ul style="list-style-type: none"> • At least one year of experience working in a medical office/center is required in a patient focused role. • Experience working with patients who are suffering from anxiety and depression preferred. • Ability/Experience in interfacing effectively with Psychiatrists, Technicians and Nurses in a mental health setting required. • Excellent communication skills and ability to work well within a team. • Ability to lift and easily manoeuvre 20-40lbs. • An associate or bachelor’s degree strongly preferred, but candidates with patient care experience will be strongly considered 	

ATTITUDES AND BEHAVIORS

- Show a positive approach to all responsibilities undertaken and always conduct oneself in a professional manner.
- Service-minded attitude.
- Attention to detail.
- Good team player, able to work with all levels of customers and Magstim employees.
- Acts as customer advocate.

KEY PERFORMANCE INDICATORS

Successful training sessions at clinics/hospitals – virtual and in-person

Installs of TMS systems with customer positive feedback

Ability to trouble-shoot any setup issues

HEALTH AND SAFETY

It is the duty of each employee to exercise reasonable care to safeguard their own health and wellbeing and that of others who may be affected by their acts or omissions.

The Company reserves the right to amend this job description from time to time in line with the needs of the business.

To apply, send resume and cover letter to: Rhowells@welcony.com