



EMPLOYEE POSITION DESCRIPTION

Job Title: Field Support Specialist	Department: Sales
☒ Exempt	☐ Nonexempt

Position Description

The **Field Support Specialist** provides technical expertise and procedural support for the **Vanquish System**; a technology designed for prostate tissue ablation. This role supports a broad range of customers, including physicians, nurses, and office or hospital staff. Additional responsibilities include delivering product training and education to physicians, clinical support teams, and Francis Medical personnel. The position reports directly to the **Area Sales Director**.

Key Responsibilities

- Collaborate with sales and clinical teams to plan cases and manage coverage logistics.
- Deliver comprehensive product and procedural training on the Vanquish System to internal staff, physician users, Key Opinion Leaders, and other stakeholders.
- Conduct educational sessions such as ultrasound and product in-services, cadaver labs, mock cases, and live case support.
- Provide case coverage to ensure all procedures are performed according to the Vanquish System's **Instructions for Use (IFU)**.
- Demonstrate strong critical thinking and problem-solving skills under pressure in a dynamic clinical environment.
- Build and maintain strong professional relationships with physicians, nurses, and site staff.
- Effectively communicate the value proposition and competitive positioning of the Vanquish System.
- Support sales initiatives and other departmental activities as needed.
- Participate in company-sponsored education and training programs.
- Maintain expert-level technical proficiency to serve as a resource for assigned sales teams.
- Provide timely and detailed feedback to internal departments regarding product performance, user experiences, and opportunities for improvement.

Note: The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities and duties.

Qualifications, Education & Experience

Required:

- Minimum of **5 years of experience** providing clinical case coverage with medical devices.
- Ability to obtain and maintain **hospital credentialing** for assigned accounts.
- Excellent interpersonal, written, and verbal communication skills.
- Proven ability to build and sustain positive relationships with physicians, peers, and cross-functional teams.
- **Expert-level knowledge** of ultrasound and MRI imaging interpretation.
- Extensive experience supporting sales teams through technical expertise, product training, and clinical messaging aligned with business objectives.

Preferred:

- Strong knowledge and understanding of **prostate anatomy**.
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Working Conditions

- Ability to occasionally exert up to **20 lbs.** and lift up to **50 lbs.**
- Comfortable working in a **fast-paced, start-up environment**.
- Proficient in using computers and standard office equipment.
- Willingness to travel up to **75%**, primarily domestic, including evenings and weekends as needed.
- Position is **field based** within assigned geography and must be located near a major national airport.

Competitive salary and benefits package.

To apply: Submit your resume to hr@francismedical.com