



## JOB DESCRIPTION

### **JOB TITLE:**

Patient Security System (PSS) Product Specialist

### **COMPANY OVERVIEW:**

Founded in 1988 in Grand Rapids, MI, Innovative Medical Systems (IMS) is a unique specialty distribution sales and service organization focusing exclusively on acute care hospitals and IDNs. Since inception, IMS has grown from 3 principals serving one state to over 50 employees serving 11 Midwest states.

Growth and success have resulted from identifying healthcare and technology trends and capitalizing on them by aligning with leading manufacturers/developers to deliver superior products/solutions with sales and support expertise. IMS is a company similar to hospitals that specialize in complex procedures, IMS has developed a highly-refined 'solutions based approach' to its business delivering the optimized product or service for each application, resulting in excellent customer outcomes. IMS has become a trusted partner to hundreds of hospitals, applying a customer centered approach to its sales, installation, and support procedures, providing individualized solutions to complex and unique hospital product and system needs, resulting in long-term customer satisfaction. For more details, visit:

<http://www.innovative-medical.com>

### **JOB OBJECTIVE:**

The primary objective/job responsibility is to support the IMS Sales Team and Patient Security System (PSS) Group Product Manager by being the administrative and technical expert for all things related to Patient Security. The secondary objective is to support the IMS sales force by working closely with the IMS Sales Manager, Product Group Manager, Product Specialist, Support Agreement Administrator, IMS Corporate Trainers and other IMS Technical staff as required. The goal will be to effectively "manage" the entire Patient Security System product group as a business unit and implement and accomplish the key elements required to move business to close and reach the sales goals established.

### **KNOWLEDGE/SKILL REQUIREMENTS & ESSENTIAL FUNCTIONS:**

- Be able to work as part of a team
- Highly motivated
- Willing to take initiative
- Strong organizational skills
- Capable of managing multiple projects and priorities simultaneously
- Detail oriented
- Able to work both independently and as part of a team
- Excellent oral and written communication skills
- Previous selling / customer support experience, medical experience is a plus

- Willingness to travel less than 25% of the time
- Some technical and computer aptitude
- Proficient in using Office 365, particularly Excel, Word

### **KEY JOB ELEMENTS**

- Be the resident expert on the PSS product group working in conjunction, as necessary, with IMS Technical (Service) staff, PSS Product Group Manager and other PSS Product Specialist(s).
- Research and understand the customer needs for the PSS Product Group including feature/benefit, pricing, key buying influences, etc.
- Assist PSS Sales team/Product Group Manager in documenting and designing systems (both new and expansions). This task may require onsite design evaluation and review meetings.
- Create clear, measurable and accurate project scope statements to be incorporated into the SSW and customer proposals
- Be a conduit between IMS and other vendors, contractors, and or associated installers to obtain and document pertinent information required to create accurate system quotes
- Work with the Sales Team customer to verify equipment/system needs and develop the required System Specification Worksheets (SSW) so proposals/quotations can be prepared
- Assist the Sales Team in creating, reviewing, and delivering system quotes
- Assist the Sales Team to create and manage sales opportunities across all territories in order to increase overall sales and meet annual sales goals
- Document sales activity with a customer in the Customer Relationship Management (CRM) software
- Assist the Marketing Coordinator in providing product information for marketing materials, writing blog articles, and keeping the website up to date with product details

### **PRIMARY FOCUS:**

- Be the technical PSS expert in support of the sales effort.
- Pre-sales assistance in maintaining and advancing business
  - Assist in managing projects by:
    - Creating/reviewing documentation and quotes
    - Calling/working with contractors, vendors and/or installers to obtain information required for accurate quoting
    - Answering both technical and user related questions
  - Processing new system, expansion and upgrade projects
  - Assist the IMS Sales Team in completing project documentation as needed
  - Assist and support the IMS Product Manager as needed

### **WORKING CONDITIONS AND ENVIRONMENT:**

The position of Patient Security System (PSS) Product Specialist will be based out of the IMS office in Grand Rapids. Travel less than 25% of time will be required to conduct system reviews. This position will report to the PSS Product Group Manager.

**Physical Demands:**

The following physical activity is required (percentage of time during a typical workday may vary)

- Ability to sit or stand for periods required for travel, particularly travel by car
- Ability to drive a vehicle
- Ability to sit, stand or move as required to conduct training and presentations
- Ability to lift up to 50 pounds of demonstration equipment or other materials as required
- Ability to read a computer screen or projected screen