



C-RAD is a fast growing global MedTech Company with its head quarter in Uppsala. We are developing, producing and selling innovative solutions for the healthcare field. The focus is on cutting-edge solutions for patient positioning, monitoring and imaging to ensure exceptionally high precision, safety, and efficiency in advanced radiation therapy, helping to cure more cancer patients and improve their quality of life. We are market leader in the field of optical patient positioning. C-RAD is a stock listed company at NASDAQ-OMX. C-RAD group consists of three daughter companies in Sweden and sales offices in the USA, Germany, France and China. C-RAD is ISO 13485 certified.

Job advert Clinical Application Specialist EUROPE

Job description:

We are now looking for a full time Clinical Application Specialist for our European Service & After Sales organization.

Your contribution for success:

The Application Specialist EUROPE is responsible for training our clinical customers on C-RAD products primarily within the European market after the C-RAD systems are installed at a customer site. Most of the customers to be trained will be in the DACH (Germany, Austria, Switzerland), France and the Nordic countries.

The Application Specialist EUROPE Responsible for maintaining customer satisfaction, providing both verbal and written clinical and application support to C-RAD customers. She/he resolves customer satisfaction issues by providing solutions to complex clinical application issues.

The Application Specialist EUROPE will report into the C-RAD service and support organization and usually spends three days onsite with the customer to complete the training sessions successfully.



Tasks:

- Provide excellent applications training to customers, colleagues and Distributor Specialists
- Coordinate customer application trainings with our project management and directly with our customers
- Prepare and perform customer application trainings at customer site
- Create and file training documentation after successful customer application trainings
- Prepare and maintain training material to be used during customer application trainings
- Provide support at industry trade shows and road show demonstrations as required
- Provides structured input to and acts on Customer Support's behalf on new or improved products and applications towards our Product Management and R&D department.
- Act as main contact for C-RAD customers regarding clinical questions for C-RAD products and maintain long-term positive relationships with customer.
- Maintain clinical knowledge of C-RAD reference sites and provide Sales support regarding clinical questions

Your profile & skills:

- Strong presentation and communication skills which lend themselves to successful demonstrations and explanation of our technology.
- Minimum 3 years' hands on clinical and patient interaction experience within radiation therapy as a physicist or therapist.
- Ability to translate personal knowledge of the C-Rad technology into effective training to educate new users on best practices, problem solving and troubleshooting.
- Ability to project yourself as the local expert in C-Rad technology to encourage customers to expand clinical use as appropriate.
- Strong customer dedication and willingness to create excellent customer experiences.
- Willingness and ability to travel extensively in the European region and internationally
- Flexible and open-minded approach to your business to constantly adapt to new challenges and find ways around obstacles.
- Excellent communication skills in English
- Swedish, German or French language skills are beneficial

What we are offering for you:

- Interesting position in an innovative, fast growing company
- Young team within a global positioned organization
- Short decision-making processes supporting an efficient working environment
- High level of individual responsibility and attractive possibilities for self-development
- Attractive compensation package

Next steps:

If this vacancy is attractive for you, please send your application incl. a CV to:

Lars Gusch
Global After Sales and Support Manager
C-RAD AB



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