



Product Specialist – Consultation Department

The primary function of the Product Specialist (PS) is to provide training services, product education, contact lens consultation, and technical support for SynergEyes account doctors, fitters and staff members when customers call in through the consultation line, email or by appointment. On-demand responsibility is primarily for calls originating from across the United States, Canada or other international regions.

The Product Specialist must be proficient in providing contact lens training, product education and technical recommendations for initial lens selection and/or troubleshooting in order to improve lens success rates and increase product usage within a practice. The key responsibility of the PS includes; providing consultation services for customers calling in, supporting virtual training sessions, provide technical support to SynergEyes sales team members and periodically visiting accounts to provide face-to-face training and enhancing customer knowledge of our SynergEyes matrix of products. The PS must provide continuous feedback and suggestions on the clinical and professional performance of SynergEyes products and be a team player.

Proficiency

- Must be proficient in specialty contact lens fitting, patient specific lens design, lens recommendation and contact lens troubleshooting
- Must demonstrate proficiency in the technical training process for SynergEyes employees and customer accounts.
- Must demonstrate ability to multitask in a busy phone environment
- Pleasant phone and personal demeanor.

Essential Responsibilities:

1. Respond directly to clinical and non-clinical consulting questions from patients, eye care practitioners, laboratories, and their related staff.
2. Maintain all appropriate documentation and records for consultation calls and responses or actions taken or any other records, as required by management.

3. Contribute to the sales and marketing efforts to identify, educate, and certify practitioners and accounts in the proper positioning and usage of SynergEyes products and services.
4. Must demonstrate ability to work effectively with other departments and be a team player.
5. Overnight travel by car and/or plane will be required, generally not to exceed 20%.
6. This dual role is required to manage time between outbound and inbound calling for consultation, clinical services, and training. The alignment of inbound and outbound calling practices will vary , primarily being an 80% inbound-20% outbound or field training split
7. Provide training services for both international and domestic accounts.
8. Identify new prospective clients through phone communication, office visits and virtual fitting and forward to sales team members.
9. Provide training, consulting and optimization services to new and existing accounts.
10. If appropriately licensed and certified (if required), fit patients in SynergEyes contact lenses and provide follow-up care as required.
11. Provide ongoing feedback and suggestions on the clinical and professional issues associated with SynergEyes lenses.
12. Attend fitting workshops, conventions and other practitioner meetings as required to exhibit, present or educate.
13. Assist with the coordination of clinical and professional development programs, plans and actions for the professional services function, including, but not limited to:
 - Clinical training materials for eye care practitioners, laboratories, and their related staff (manuals, forms, webinar, etc.).
 - Continuing education and practice management tools and materials for eye care practitioners, laboratories, and staff (presentations, webinar, notes, forms, videos).
 - Clinical and practice management presentations to eye care practitioners, laboratories, and company personnel.
 - Assist Professional Services with coordinating professional society interfaces, for domestic and international optometric schools program.
 - Assist Regulatory Department with systems to manage any certification requirements by FDA or International agencies for the Company's products.
 - Interface regularly with multi-discipline eye care professionals and management.

- Respond to practitioners' requests about contact lens fitting, professional relations activities, regulatory affairs, and clinical studies.
 - Provide technical input when reviewing regulated labeling.
14. Maintain all appropriate documentation and records including quarterly progress report of key objectives and accomplishments.
 15. Control expenses accordingly.
 16. Assist in training of new sales, marketing, and professional services personnel.
 17. Assist with other marketing efforts as time allows.
 18. Utilize CRM, the consultation log, or current record keeping software to record account history and activity.
 19. Must be able to perform position effectively in a home office environment.
 20. Must be capable of handling multiple projects at the same time and working under pressure.

Qualifications:

- 6 years' experience in ophthalmic practice or specialty contact lens consulting
- Specialty contact lens fitting or consulting experience required
- Good communication skills
- Well organized and detail oriented
- Capable of handling multiple projects at the same time and working under pressure
- Freedom for U.S. travel or international travel, generally not to exceed 20%
- Membership in at least one professional contact lens organization
- Bachelor's degree or the equivalent
- NCLE- Certification or equivalent required. NCLE advanced, CLSA Fellow or Scleral Lens Society Fellow preferred

To apply, please send your resume to jobs@synergeyes.com