

Regional Clinical Specialist, Asia Pacific

APD-XXX

Rev 1.0

i Reporting

<i>Dept. / Team / Function</i>	Learning Centre APAC
<i>Line and Personnel Issues</i>	Director, Learning & Development, APAC
<i>Technical Issues</i>	Director, Learning & Development, APAC

ii Primary Objective

The primary objective of a Regional Clinical Specialist (RCS) is to provide specialist clinical support and training on the ResMed product portfolio and their applications to both ResMed teams and customers in the Asia Pacific region.

iii Job Environment

The Regional Clinical Specialist (RCS) will preferably operate from the Kuala Lumpur or Singapore ResMed office. It is expected that the RCS will travel throughout the Asia Pacific region (including the Middle East) when necessary and occasionally to Europe and the US when liaison with other ResMed stakeholders is required. The RCS will find themselves in any of the distributor/partner offices, hospital facilities, laboratories, teaching institutions, conference or seminar venues and of any of the ResMed facilities globally.

iv Responsibilities and Accountabilities

- Ensure the RCS' own clinical expertise and professional competence remains current and relevant so that the role's primary objective can be met.
- Ensure ResMed and partner representatives are sufficiently trained in the relevant products and their clinical application so that ResMed's business is promoted accurately and competitively.
- Maintain a fundamental understanding of the function and capabilities of the key competitor products and their areas of clinical application.
- Represent the Asia Pacific region when clinical or product trials conducted in the region require local support, expertise and/or monitoring.
- Provide market feedback on customer or product issues experienced in the field and also areas of interest or potential research for future product development.
- Provide clinical and technical support to ResMed or partner stakeholders. This includes problem-solving, provision of technical details for tender preparation, product demonstrations and any questions of a clinical or technical nature.
- Regularly liaise with APAC Country Managers, Product Development, Medical Affairs and Applied Research such that a wide view of ResMed's educational and technical activities can be maintained.
- Develop and maintain relationships with Key Opinion leaders (KOL) both within the region and abroad.
- Develop and maintain relationships with ResMed Clinical Specialists globally.

v **Core Competencies**

<i>Competency</i>	<i>Contribution</i>
Communication	<ul style="list-style-type: none"> • Maintains an appropriate level of communication with stakeholders • Communicates in an open, candid and direct manner • Protects confidential information where appropriate
Talent Development	<ul style="list-style-type: none"> • Stays current in area of expertise • Holds self accountable for continued growth • Shares new learning with others
Business Acumen	<ul style="list-style-type: none"> • Aligns and prioritizes actions with medium- and long-term business plans • Applies sound analytical thinking to problem solving and decision making • Effectively balances local and global priorities for overall ResMed success
Team work	<ul style="list-style-type: none"> • Identifies and optimizes resources to achieve goals • Demonstrates willingness to support team/manager decisions that may not align with own views • Builds networks within and outside ResMed
Results Orientation	<ul style="list-style-type: none"> • Effectively prioritizes work to deliver the greatest value • Recognizes the need to track and measure performance and results • Challenges and eliminates work which does not add value
Leadership	<ul style="list-style-type: none"> • Demonstrates ownership of challenges or issues and takes appropriate action • Exhibits desired team member behaviours • Demonstrates willingness to take initiative, solve problems and make decisions as if the leader was there
Customer Focus	<ul style="list-style-type: none"> • Applies customer feedback to improving and innovating products and services • Demonstrates working knowledge of ResMed's product features and benefits • Demonstrates commitment to understanding and meeting customer needs
Innovation	<ul style="list-style-type: none"> • Thinks independently and challenges the way we do things • Incorporates new ideas into current practices and area of expertise • Seeks opportunities to learn and develop within current role
Interpersonal Effectiveness	<ul style="list-style-type: none"> • Builds trusting and open relationships with others • Values people's differences in background, culture, pursuit of work/life balance and perspective • Functions effectively in stressful situations

vi **Functional Competencies**

<i>Competency</i>	<i>Contribution</i>
<i>Education</i>	<ul style="list-style-type: none"> • Demonstrates a sound understanding of industry/clinical/technical issues to facilitate development of clear, concise materials. • Represents ResMed in delivering education to internal and external stakeholders. • Seeks opportunities to share educational experiences with others.
<i>After Sales Service</i>	<ul style="list-style-type: none"> • Reviews key points and findings with customers to ensure that the problem is properly understood from the customers' perspective. • Facilitates relationships between customers and the ResMed Clinical team to effectively resolve product issues. • Communicates after-sales deliverables and manages customer expectations. • Takes full responsibility and ownership when dealing with dissatisfied customers. • Recognises problems or inconveniences associated with mechanical/clinical problems and addresses them with available resources and authority.
<i>Customer Relations</i>	<ul style="list-style-type: none"> • Follows through on customer inquiries, requests or complaints and keeps customer up-to-date regarding progress. • Distributes useful information to the customer in verbal and written formats in a clear, succinct manner that facilitates understanding. • Provides friendly, helpful service to the customer and grasps customers' perspectives, acting as a trusted advisor.
<i>Training and Education</i>	<ul style="list-style-type: none"> • Draws upon an in depth knowledge of the clinical application of ResMed products, key opinions within the market and recent research to enhance customer knowledge and awareness of ResMed products. • Ensures training needs are identified for all customers and plans/organises the logistics of training delivery. • Delivers training to targeted customers and motivates and energises the audience to commit to ResMed products. • Maintains accurate training records and evaluates training feedback from individual customers. • Understands the principles of adult learning and the need to deliver 'train-the-trainer' solutions that align with customer needs. • Demonstrates credibility and flexibility when delivering training with customers at a range of levels.
<i>Delivery and Evaluation</i>	<ul style="list-style-type: none"> • Demonstrates subject matter expertise when facilitating solutions, eg. product and disease state knowledge. • Demonstrates high impact presentation skills that enhances understanding and buy-in. • Facilitates self-directed learning and encourages active utilisation of distance and e-learning tools.

▪ **Position Challenges**

- Maintaining own professional competence and expert clinical applications knowledge without practising on a daily basis.
- Extensive travel requirements with frequent periods away from home.
- Isolation from head office and manager

Position Specific Skills

- Subject matter expert in ventilation/respiratory care
- Exceptional written and verbal communication.
- Proficient in written and spoken English
- Proficient in written and spoken Mandarin and/or Cantonese

vii Qualifications and Experience

Minimum

- Formally recognised academic and/or professional qualifications in the area of clinical specialty with a minimum of 5 years relevant practical experience.

Preferred

- Previous experience in a similar role with a medical devices company; Experience developing and delivering adult education in a technical area

viii Group Assignments

Training Group

<Insert the relevant training group as per the QSA Quality Skills Analysis (Object ID: A1301311)>

Occupational Dictionary

<Insert the relevant Job Family as per the Occupational Dictionary (Object ID: fA461544)>

ix Revision History

Revision

Date

Prepared by

1.0

15 July 2013

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