



# INTERNSHIP & CAREER SERVICES

HOWARD R. HUGHES COLLEGE OF ENGINEERING

## INTERNSHIP/JOB OPPORTUNITY

**Posting ID:** E030316

**Company:** Biosense Webster

**Company Website:** <http://www.biosensewebster.com/>

**Job Title:** Clinical Account Specialist

**Work Location:** Las Vegas, NV

**Position Type:** Full-Time

**Salary:** N/A

**College Major(s):** Mechanical Engineering

**College Level(s):** Masters and PhD

### OVERVIEW

**Biosense Webster** is the global leader in the science of diagnosing and treating heart rhythm disorders and one of the fastest-growing businesses within Johnson & Johnson. Learn more at Biosense Webster at <http://www.biosensewebster.com/>

The Clinical Account Specialist (CAS) will provide expert clinical product and technical assistance and training to physicians and EP Lab Staff on the effective use of BWI's systems and catheter equipment (e.g., The CARTO® System and appropriate software modules including CARTOMERGE™, CARTOSOUND™ and the Stockert RF generator) during case procedures within an assigned geography, and in a manner that leads to meeting and exceeding business goals. Educate customers on all BWI products to optimize effective usage by providing technical and clinical information and in-service trainings. Shares best practices to increase value for customers. Use consultative selling techniques to identify potential sales opportunities within the account. Creates awareness of BWI solutions and facilitates Territory Sales Manager (TM) contact with the key decision makers to drive incremental business. Maximize customer case support capability through proper planning and scheduling techniques. Drive collaboration and maintain consistent, open lines of communication across the assigned responsibilities with the local team/Pod (i.e. TM and other CAS), as well as the support team (i.e. Ultrasound CAS, FSE, RBD) and other internal and external partners. Develop and share best practices with US Field Sales and Service colleagues and internal partners. Develop and grow mutually beneficial customer relationships within and beyond the EP lab, including, but not limited to physicians, nurses and technicians, clinical and hospital administrators and staff.

The CAS will also stay current on company products instructions for use (IFU), best practices and technical troubleshooting, as well as relevant scientific clinical literature and new product information. Prioritize and appropriately respond to requests in a high-stress environment. Maintain composure and problem solving focus during stressful interactions. Engage in diagnostic dialogue with multiple internal and external business partners and stakeholders. Formulate solutions based on dialogue and input gained during session. Provide mentoring for new BWI commercial team members as requested. Respond daily to requests by email and voicemail from customers, practitioners and partners.



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Additional duties include performing administrative work, including managing account documentation, compliance training requirements, expense reporting, and Company system input. Maintaining Safe Fleet standards according to Company guidelines. Responsible for communicating business related issues or opportunities to next management level. Responsible for ensuring subordinates follow all Company guidelines related to Health, Safety and Environmental practices and that all resources needed to do so are available and in good condition. Responsible for ensuring personal and Company compliance with all Federal, State, local and Company regulations, policies, and procedures. Performs other duties assigned as needed.

## **To Apply**

Contact Wade Williamson at [wwilli01@its.jnj.com](mailto:wwilli01@its.jnj.com)