

Job Posting

Position:	Field Operations Manager – Clinical
Reports to:	VP, Field Operations
Position type:	Permanent Full-Time
Location:	USA (Remote) – territory includes the Eastern United States

ABOUT THORNHILL MEDICAL:

Thornhill Medical's ground-breaking products are designed to be used globally by emergency health care providers, humanitarian, and military medical teams. Thornhill's oxygen-focused research and applications are transforming patient care in extreme circumstances, while inspiring and enabling other new technologies to unlock vital life-saving solutions. Thornhill Medical's innovations are in 19+ countries including Ukraine. With a team committed to courage, collaboration and saving lives, Thornhill Medical leads the way in the nimble and precision-focused field of medical technologies.

POSITION SUMMARY:

The ***Field Operations Manager - Clinical*** is responsible for providing internal and external education and clinical product support for Thornhill Medical's strategic client offerings for a territory covering the Eastern United States.

DUTIES & RESPONSIBILITIES:

Relying on their clinical and military experience, the ***Field Operations Manager – Clinical*** responsibilities include:

- Dedicates themselves to becoming a clinical subject matter expert for the various applications of Thornhill Medical's product offerings.
- Provides up front, pre-sales clinical support to Thornhill's sales team.
- Supports the review and update of to clinical/education collateral and product training curriculum.
- Delivers internal and external clinical/education product training to existing and potential customers and partners, including demonstration activities.
- Develops an understanding of customer training and knowledge sustainment, to support regular training evolutions and embed device training in education centers (including where, when, who).
- Acts as the clinical '*voice of customer*' during internal product and marketing development efforts as well as a subject matter expert during clinical panels or company sponsored webinars.
- Identifies and influences key clinical decision makers and recruits key clinical leaders.
- Considers quality in all aspects of the job and respects procedures and norms.
- Other duties as assigned.

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EDUCATION & EXPERIENCE:

- Bachelor's degree in science/ medical related field.
- Advanced degree is preferred.
- 5-8 years of experience as a clinician/healthcare provider in the US military, preferably US Navy.
- Related experience in a regulated industry (medical device industry preferred) is an asset.
- Experience providing education/training in the healthcare/ military environment.
- Experience working collaboratively within a broader team (e.g., sales, engineering, marketing).

SKILLS & KNOWLEDGE:

- Familiar with quality management systems.
- Familiar with Medical Device Regulations (FDA).
- High level of customer empathy and patience.
- Resilient and calm under pressure.
- Self-starter who is thrilled by the pursuit of high objectives.
- Strong attention to details.
- Strong customer relationship skills and ability to deliver customer-centric solutions.
- Consistently able to achieve results, even under tough circumstances.
- Strong collaboration skills and ability to work with others to meet shared objectives.
- Strong computer skills and proficiency with Microsoft Office suite products (Word, Excel, PowerPoint).

OTHER REQUIREMENTS:

- Home office and on-site customer meetings.
- Regular travel within region (25%) with occasional international travel required.
- Ability to lift and manage demo equipment weighing up to 50 lbs.
- Must reside in the Eastern United States.
- Valid driver's license and passport.

Thornhill Medical welcomes and encourages applications from all qualified people, including those with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest, however, only those selected will be invited for an interview.