



Title: Clinical Services Manager

[Monarch Medical Technologies](#), a high growth healthcare technology firm in Charlotte, NC, is seeking a Clinical Services Manager that will be responsible for customer-facing activities to support the use of Monarch's EndoTool®, an innovative electronic Glucose Management System (eGMS) that improves diabetes care and outcomes of in-hospital patients.

Reporting to the VP of Professional Services, the Clinical Services Manager will be responsible for the team of clinical specialists responsible for all aspects of customer engagement, including product implementation, applications support and customer training. This position is responsible for the development of direct reports in the agreed upon workflow and processes of the professional services department. The role will also support marketing and product by providing customer feedback, insight generation and contributing to outbound efforts, such as blogs, webinars, tradeshow, etc. This is a senior position that has clinical input for all aspects of customer engagement as well as assisting in driving the direction of the product.

Location: Charlotte headquarters preferred, but not required.

Roles and Responsibilities

- Managerial Responsibilities
 - Responsible for recruiting, selecting, orienting and training clinical services employees
 - Communicates job expectations and executes planning, monitoring, and appraising of job results
 - Develops personal growth opportunities for direct reports and offers coaching and counseling to support professional development
 - Maintains quality service by enforcing customer service standards and identifying and recommending process and system improvements
 - Enforces adherence to systems, policies, procedures and productivity standards
 - Establishes strategic goals by identifying and evaluating trends, choosing a course of action, defining objectives and evaluating outcomes
 - Accomplishes financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances and initiating corrective actions
 - Maintains a safe, secure and legal work environment
- Clinical Services Responsibilities
 - Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications and participating in professional societies
 - Contributes to team effort by accomplishing related results as needed
 - Work with customer staff to complete clinical engagements, transfer clinical and technical knowledge, and trouble shoot issues
 - Provide consultation on best practices and fine-tuning systems for efficient use
 - Issue reporting through completion working with product support, product management and product developers
 - Provide customer training using eLearning, slides, hands-on exercises and web sessions to both small and large-scale audiences



- Provide pre-sales and post-implementation consultation, technical training and support, and scope service needs
- Conduct clinical assessments and requirements gathering sessions to support the use of Monarch products
- Complete regulatory and compliance training when assigned
- Track and report time and expenses

Required Skills and Experience

- 10 years minimum experience in the clinical field with direct diabetes management experience
- Clinical and logical mindset (technical a plus) that is able to analyze problems and identify root causes
- Experience in implementing or training on a software system required
- Excellent oral and written communication skills
- Familiarity with business applications, including Microsoft suite of products
- Ability to work with multiple clients concurrently
- Ability to travel to client sites throughout the US and abroad between 25-50% of the time
- Must be highly energetic and engaging with the ability to with stand pressure from customers and internal resources
- Bachelor' degree or equivalent experience

About Monarch

Monarch Medical Technologies is a privately held medical technology company founded by clinicians with a vision of improving hospital-based glucose management. Providing the safest option on the market, Monarch is replacing traditional linear protocols with individualized and predictive computer-based solutions. With its flagship product, the EndoTool® Glucose Management System, the company pioneers the field of predictive therapeutic control technologies for managing drugs.

Monarch provides a degree of personalized care that results in lower readmission rates, reduced lengths of stay, reduced risk of hospital-acquired conditions & infections, and dramatically improved patient outcomes. Monarch's technology is doing more than changing the conversation in more than 300 hospitals throughout the United States — it's helping providers achieve the coveted triple aim: better health, better care, at a lower cost.

Our team is passionate about improving the delivery and safety of patient care. We are quickly growing and seeking individuals who thrive in a fast-paced, entrepreneurial environment.

To apply for this position, please submit a cover letter and resume to Joe Killingsworth at Joe.Killingsworth@monarchmedtech.com.