

## RxFUNCTION Job Posting Clinical Services Specialist

### About RxFUNCTION

RxFUNCTION is a privately held start-up medical device company headquartered in Eden Prairie with a mission to design and bring to market medical technologies that restore balance, increase mobility, and enhance confidence.

Our first product is Walkasins<sup>®</sup>, an innovative, non-invasive lower limb Sensory Neuroprosthesis for people with sensory peripheral neuropathy who have gait and balance impairments. Peripheral neuropathy is a condition estimated to affect over 20 million Americans. Walkasins is manufactured in Minnesota and will be sold mainly through healthcare systems to prescribing clinicians in neurology, physical medicine and rehab, and physical therapy; and referral clinicians in diabetes and oncology.

The co-inventor and current CTO developed this technology at Boston University and founded the company in 2010, receiving \$1.3 million in grant funding from the NIH to further develop and clinically evaluate the Walkasins technology.

To join our innovative and fast-growing organization and become part of our dedicated team, please apply by emailing your resume and cover letter to [sara.hakanson@rxfunction.com](mailto:sara.hakanson@rxfunction.com).

### Position Summary

The primary objective of the Clinical Services Specialist position is to provide employee and field-based external clinical and technical training and support for RxFUNCTION products, beginning with our first commercial product, Walkasins<sup>®</sup> Lower Limb Sensory Prosthesis. This is a remote home office-based position with up to 70% travel.

Specifically, this role will be responsible for the training and education of clinicians, patients and staff in the use of RxFUNCTION products, supporting introduction, education, training, use and troubleshooting of products in the field for clinicians, patients and staff either via telephone, online, or travel to customer sites. Additional activities may include providing clinical support or input in development of new products, developing training or education materials or programs/presentations, and/or in supporting clinical trials as needed. The position will perform these duties and develop materials in compliance with FDA regulations, Good Clinical Practices (GCPs), and the Company's investigational and commercialization plans.

### Job Responsibilities

Responsibilities include, but are not limited to, the following:

- Provide follow-up phone support and troubleshooting of RxFUNCTION Products (Walkasins<sup>®</sup>) for both clinicians and patients, including taking customer phone calls and in-person visits.
- Together with other clinical services team members, implement or help to develop product training for staff including new hire training, product launch and ancillary follow-up trainings, and particularly training for sales personnel.
- Conduct patient and clinician training in-services as needed, and support development of these in-service materials and education programs during commercialization.
- Provides support and follow-up in hospitals and clinics for commercial product and/or as specified in study protocols, including travel with sales staff.

- Receives and responds to technical product inquiries by telephone from clinicians or patients. Researches solutions to questions or problems. Communicates customer feedback to internal teams for quality improvement.
- Provides backup support for clinical investigations at clinical centers, including ensuring completion of necessary documentation in accordance with all Company and regulatory standards.
- Regularly educates and updates physicians/clinicians and clinic follow-up staff on new product releases of device systems and features, including both hardware and software modifications.
- Provide clinical expertise to sales and marketing by reviewing and helping produce promotional and educational collateral for patients and customers as requested.
- Build professional and technical knowledge by engaging with customers, attending scientific conferences, educational workshops, delivering presentations and training to field personnel and reviewing professional publications, and representing the products at trade shows.
- Provide clinical information and expertise to Reimbursement team as requested.
- Other duties and responsibilities may change or be assigned at any time with or without notice.

### **Required Qualifications**

- Bachelor's Degree in physical therapy from accredited physical therapy program and 3+ years of experience working as a physical therapist in a clinical setting, or equivalent combination of education and experience.
- Nationally licensed Physical Therapist (PT) with current credentials.
- Ability to communicate effectively with multi-disciplinary health care professionals and patients.
- Ability to instruct/coach others on use of products and clinical applications.
- Highly organized with strong attention to detail, while also able to manage multiple and changing priorities; comfortable in fast-paced, start-up environment.
- Strong interpersonal and customer service skills and professional demeanor.
- Proven presentation skills and success developing and facilitating training and transferring knowledge.
- Effective problem solving and trouble shooting skills with good business acumen.
- Flexibility to manage irregular travel schedule and customer calls.
- Ability to travel by car and plane up to 70% to meetings and clinical trials/customer sites throughout U.S.
- Valid driver's license with a clean driving record.

### **Preferred Qualifications:**

- Prior experience working in medical device industry, and/or as technical representative, technology trainer or clinical trainer, and/or with a medical device company.
- Experience or specialist certification in neurology or related rehabilitation technologies fields.
- American Board of Physical Therapy Specialties certified in neurologic physical therapy.

### **Physical Requirements:**

The physical demands described within the Responsibilities section of this job description are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to be independently mobile. The employee is also required to use a computer and communicate with peers and co-workers. Ability to travel via car and plane.