



Job Description

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Job Title: Clinical Consultant Manager

Department: Sales

Reports To: Director of Sales

Schedule: 9:00 a.m. to 5:00 p.m.

Purpose:

The Clinical Consultant Manager reports to the Director of Sales and is responsible for leading and managing Clinical Consultants and executing processes that result in efficient and effective movement of deals through the Trial pipeline.

Essential Duties & Responsibilities:

- Oversees a Clinical Consultant team to facilitate achievement of sales goals
- Contributes to the development and implementation of sales processes
- Defines and monitors short-term objectives for the team
- Makes decisions to achieve defined goals
- Sets and tracks metrics related to speed, volume and conversion rates
- Assesses and adjusts workloads and anticipates/reports changes in staffing needs to the Director of Sales
- Identifies and notifies the Director of Sales and other managers of trends and issues
- Conducts 1:1 Traction meetings with direct reports
- Conducts quarterly and annual reviews of direct reports
- Manages performance, corrective actions, employee development and termination; notifies Director of Sales of positive and negative trends thereof
- Trains, motivates and helps develop ongoing professional development opportunities for direct reports
- Works with the Funding and Benefits and Clinical Support Teams to facilitate effective movement of deals throughout the pipeline
- Develops/updates training schedules; ensures training on new procedures and of team members
- Communicates clear expectations and holds oneself and others accountable
- Performs other duties and special projects as assigned

Education & Experience:

- Master's degree in Speech-Language Pathology preferred, or equivalent combination of education and experience
- 5 or more years of experience in rehabilitative healthcare
- 1-2 years' experience in sales
- Knowledge of AAC and aphasia
- Experience working with CRMs such as HubSpot to analyze, pull reports and identify trends, issues, and opportunities

cont.



Job Description (cont.)

Knowledge, Skills & Abilities:

- Broad knowledge of how rehabilitation works, i.e., home healthcare, out-patient, skilled nursing facilities, hospitals, etc.
- Knowledge of communication disorders, treatment, and AAC
- Ability to resolve critical issues and contribute to department development
- Ability to inspire, build relationships and ensure accountability within a team
- Ability to teach and mentor
- Ability to communicate, present and influence team members
- Excellent organizational and time management skills
- Ability to recognize issues and provide and implement solutions

Travel Requirements (On-hold due to COVID):

- Travel to home office for annual company meetings and other events approximately 2-4 times per year.
- Travel to national conventions and conferences, as needed

Work Environment & Physical Demands:

- Incumbent works from home and is expected to maintain a safe, productive work environment with secure internet access.
- Must be able to operate a computer with or without reasonable accommodation.

Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or ability abilities and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Last Updated: 9/14/21