



Job Description

Apply at lingraphica.com/careers

Job Title: Clinical Educator

Department: Marketing

Reports To: Clinical Marketing Manager

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

Purpose:

The Clinical Educator is an integral part of Lingraphica's content and lead generation strategy. This role acts as the face of the company by providing continuing education opportunities to various clinical audiences, particularly speech-language pathologists (SLP). Working closely with our Outreach and Events Coordinator team, the Clinical Educator will conduct daily educational webinar sessions to professionals across the country to inform them of the latest in Augmentative and Alternative Communication (AAC) technology, research, and Lingraphica's products and resources.

Candidates must be excellent at public speaking, have the ability to train clinical professionals, become an expert in Lingraphica technology and its application to various clinical settings, and provide solutions to clinical inquiries. This individual should be comfortable troubleshooting any on-the-spot technical issues that may arise, without losing audience engagement.

Essential Duties & Responsibilities:

- Conducts daily educational webinars for clinical audiences
- Prepares and hosts online live webinars and device demonstrations with our customers; Post-COVID, conducts onsite occasional in-services
- Stays current on all Lingraphica product and service updates
- Maintains a strong awareness of AAC trends, research and technology in the field
- Suggests new content ideas and provides customer feedback
- Learns and teaches a variety of courses
- Develops and nurtures relationships with SLPs
- Proactively helps identify and connect with SLPs interested in AAC continuing education
- Helps develop education opportunities within new clinical settings (i.e., VAs, Home Health agencies, and Universities)
- Coordinates with the team to ensure visibility across various schedules and calendars
- Reports weekly, monthly and quarterly key performance metrics
- Documents all customer interactions within the customer relationship management tool
- Adheres to the standards of both the American Speech-Language-Hearing Association (ASHA) and the American Occupational Therapy Association (AOTA) for providing Continuing Education courses
- Collaborates with our Clinical Marketing team to create courses and supporting content
- Provides 1:1 training to clinicians on Lingraphica devices and clinical implementation

cont.



Job Description (cont.)

Education & Experience:

- Master's Degree required in Speech-Language Pathology
- Minimum of 3 years' experience as a Speech-Language Pathologist
- Experience in a Medical/Rehabilitation/Therapy setting preferred
- Experience working with Lingraphica products and/or conducting device trials preferred

Knowledge, Skills & Abilities:

- Excellent customer service skills and professionalism
- Highly organized
- Exhibits strong critical thinking and problem-solving skills through both verbal and written communications
- Ability to take on new challenges and work outside of one's comfort zone
- Ability to maintain proper, courteous, and helpful telephone etiquette
- Ability to comfortably interface with various users across the organization
- Knowledge of AAC
- Exhibits excellent presentation skills, in-person and using online technology
- This position requires occasional travel (including weekends)
- Computer Skills: Office 365, Outlook, Slack, HubSpot CRM preferred

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 a reasonable accommodation. Must be able to lift and carry up to 25 lbs. Position requires lifting overhead, twisting, bending, and squatting to lift boxes or office equipment.

Travel:

May work remotely from home. Travel to Princeton, NJ office may be required on occasion, up to 4x / year. Occasional travel throughout the year within the continental United States (conditional on COVID restrictions)

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 abilities and physical demands required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Last Updated: 9/22/21