Vietnam Jobs Expertini®

Associate Clinical Support Manager (based in Danang/Hue)

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Company: Align Technology

Location: Vietnam

Category: other-general

About this opportunity

We are looking for an enthusiastic individual to join the SEA clinical team. The position is responsible for overseeing clinical activities within the Singapore market and for providing inhouse clinical guidance and support as well as clinical customer support. The position will work cross-functionally with the Vietnam team to deliver an excellent customer experience clinically for all Invisalign and Invisalign Go Providers within the Vietnam market. The role is based in Danang/Hue, Vietnam In this role, you will... Essential duties include but are not limited to the following: Deliver Results Achievement of Monthly, Quarterly and Annual Clinical Plans and sales target for Vietnam by partnering with sales team to visit customers who need intensive clinical support Responsible for the working with assigned accounts and team within Align Tech (Vietnam), including direction, motivation and development of clinical plans, targets, and strategies and the removal of obstacles to success (such as assisting dental professionals in case assessment, record taking, ClinCheck usage, troubleshooting problems and aligner issues; reviewing first 5 ClinChecks of newly trained doctors; reviewing ClinChecks for customers who need assistance; transferring cases that need expert advice to clinical consultants; preparing clinical materials to send to dental professionals; communicating with Align on various clinical support issues; providing clinical training to new staff; Provide all appropriate reporting to the Senior PDM/TMs (Vietnam) including feedback from customers on a weekly and monthly report Work closely with co-colleagues to develop a high-performance team in Vietnam and within SEA. Drive the Best Outcomes Provide Product and Clinical Training and knowledge to assigned accounts. Provide appropriate training and field coaching

as required to all SEA Team members, distributors and all external customers Build strong ethical business relationships with customers to ensure usage of our products and gain greater market share by focusing high value activity and selling, Keep abreast of what competitors are doing; and update SEA Marketing Manager of market intelligence and pulses in the market. Providing continuous education to staff especially sales and marketing team and training when there is new product launch; Coordinating clinical related sales/marketing programs like mentorship program, smile program, etc. Be responsible for all quality updates records and customer product feedback for Vietnam market. Lock in Key Relationships Engage certified doctors and develop potential for new cases; engage noncertified doctors and establish their potential as an Invisalign provider and current submitter to develop Invisalign business In this role, you'll need ... Graduate of Doctorate of Dental Surgery, Bachelor Dental Surgery. With 2 years of working experience in a corporate environment Candidates with good technical knowledge and experience in the dental are encouraged to apply Experience in training dentists/orthodontists Proficient in English Effective communication and presentation skill Provide support to audit processes and quality management system as required

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