

## **Account Support Associate**

The Account Support Associate is a field based AnX Robotica (GI) sales support position. The Account Support Associate will call on healthcare organizations, including hospitals, Endoscopy Centers, Ambulatory Surgery Centers, and practices in a defined geographic area.

The Account Support Associate will serve as a customer-facing product expert responsible for educating physicians and nurses on our product portfolio. The position is focused on expanding the utilization of our product portfolio through market development and sales-oriented activities. Additionally, the Account Associate is required to continually develop their clinical knowledge to serve as a product expert for the company.

The Account Support Associate will work closely with sales and internal partners, including Technical Support, Finance, Customer Service, and Marketing, to coordinate AnX efforts to meet and exceed customer expectations. Along with executing all sales support activity in their geography, the Account Support Associate will have a key role in supporting the territory sales strategy; building effective cross-functional and cross-regional partnerships; and ensuring execution of their business plan.

### **Responsibilities:**

- Promote a customer-centered culture that strives to exceed customer needs, requirements, and expectations by educating and developing rapport with external customers.
- Provide AnX Customer Support, Product/Software Training, Case Coverage and Inventory and Ordering Support. Transportation, Delivery and Set-Up of AnX Equipment for Evaluation for Adoptions and New Customer Installs.
- Assistance in targeting and prospecting new AnX Customers.
- Demonstrate a thorough understanding of disease state, diagnostic and treatment options and their impact on patients, payers, institutions, health systems and healthcare providers.

### **Requirements:**

- Ability to build rapport and relationships by interacting effectively with employees and external contacts (i.e., MD and office staff) at all levels, demonstrating the awareness of their needs and responding with the appropriate action.
- Meet regularly with sales and clinical specialist teammates to assess territory needs and discuss ownership of next steps. Thoroughly understand product line features, benefits, and proof sources.
- Educate physicians and clinical personnel on use of GI products.





- Establish excellent relationships with all healthcare professionals and physicians in their territory, specifically noted, gastroenterologists, endoscopic surgeons, allied health professionals, administrative and lab management, and personnel where procedures are performed or influenced.
- Develop a thorough understanding and ability to communicate the reimbursement process for our products.
- Successfully launch new devices developed or acquired by the organization in the assigned territory.
- In-service accounts by demonstrating product applications, functionality, and use.
- Consistently perform administrative responsibilities, such as, expense reports, sales support reports, and other business requests.
- Awareness and adherence to AnX code of conduct policy.
- Strong desire to learn and grow professionally.
- Excellence in process management and organizational agility.

**Minimum Requirements:**

- Bachelor's Degree or higher
- Valid Driver's License and clean driving record
- Travel up to 80%
- Ability to lift 20 pounds

Founded in 2019 as an advanced technology medical device company integrating innovative research and development with the mission of providing the medical community with patient-friendly devices for diagnostic and therapeutic applications. Headquartered in Plano, Texas, AnX Robotica is transforming video capsule endoscopy with the introduction of the NaviCam Platform, including the NaviCam® Xpress System, a Magnetically-Controlled Capsule Endoscopy (MCCE) System for sedation free visualization of the stomach. The NaviCam platform also includes NaviCam Small Bowel System and the NaviCam Stomach/Tether for visualization of the esophagus.

