

## JOB DESCRIPTION

<b>Job Title</b>	Therapy Specialist (subject to change)		<b>Location</b>	Mumbai - South	
<b>Department</b>	Centre Operations	<b>Reporting to</b>	Centre Manager	<b>Team Reporting</b>	NA

**Purpose:** Generate enquiries by visiting therapists, doctors, hospitals and relevant stake-holders; and to provide quality solutions to the patients visiting the centre.

**Organogram (Refers 1 level above and 1 level below)**



<b>Education</b>	BPT / MPT (Neuro)
<b>Exp. Range</b>	3+ yrs
<b>Travel</b>	High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Nil <input type="checkbox"/>

**Roles & Responsibilities:**

**Top Line - Sales:**

- Develop and maintain networking with therapists, doctors, hospitals and relevant stake-holders
- Ensure maximum market potential is tapped
- Increase Ottobock Market Share by achieving individual targets consistently
- Competition watch and report to Head Office

**Promotional Activity Support:**

- Create awareness about facility and various products
- Implement marketing schemes and launches, when required

**Customer Interaction:**

- Responsible for patients' Centre visit – scheduling of appointment, providing a prescription and quotation agreement
- Counsel patient and other decision-makers with adequate information on the appropriateness of prescription and agree on the quotation for Confirmation
- Ensure OBI values are lived by
- Be the one-source of patient contact during the entire patient journey
- Ensure proper service and after sales support to patients

**Clinical Operations Activities:**

- Ensure best clinical prescription practices are followed
- Implement Ottobock Quality standards
- Patient satisfaction is top priority – quality product delivered on time and as per agreed prescription

**Reporting:**

- Timely and accurate Reports submission

**Competencies & Skills:**

- Strong interpersonal and communication skills
- Confident and poised presentation skills
- Up to date with latest Ottobock offerings and have thorough Product Portfolio knowledge
- Comprehensive knowledge of market and competitors
- Negotiation and Objection handling
- Customer service attitude

**Stakeholders:**

- **Internal** : Centre Manager, Head office team
- **External** : Clients i.e. Patients, Therapists, Doctors, Hospitals, Vendors

