

Dental Clinical Specialist

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Company: Align Technology

Location: Şişli

Category: other-general

About this opportunity

Your mission is to provide customers the best clinical support This position is mainly responsible for assessment of photographs to determine suitability of one of the treatment options (approximately 80% of the time will be spent on this). Remaining responsibilities include clinical communication and support to external customers related to case specific issues, ClinCheck quality and troubleshooting. Other duties will include support with day to day needs of education/training events. In this role, you will... Clinical Support activities (80%): Providing clinical customer support to dentists in the areas of case assessment and ClinCheck support. Other Clinical Support activities (20%): Providing clinical customer support to general dentists in the areas of treatment evaluation, ClinCheck support as well as clinical troubleshooting. Investigating and Analyzing of Clinical-related customer inquiries, complaints and adverse events. Ensuring timely resolution to customer contact issue whether in-bound or out-bound. Clinical education activities: Live and online events: Coordinating with clinical speaker Presenting clinical content On booth clinical support activities In this role, you'll need ... Bachelor's degree in dentistry related discipline; or combination of education and equivalent work experience required Strong oral and written communication skills (presentations and correspondence, influencing skills) 2-3 years' experience in customer relations in medical / dental related areas or in an international Customer Care environment Excellent written and verbal communication skills in English Good knowledge of basic computer operations and Microsoft Office tools Ability to travel out of local geography up to 30% of the time The ability to flourish in a young international company

experiencing significant growth (i.e. roll up sleeves approach and able to deal with ambiguity) Extensive travel is required

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