

R0019178 Surgi-Care Field Service Representative (Lewiston / Portland, ME)

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We are seeking a dedicated, service-oriented individual to join the Surgi-Care Branch of DJO as a **Field Service Representative** in the **Lewiston / Portland, ME** area. This unique opening will allow you to service patients directly in order to assist them in their recovery.

Field Service Representatives assigned to the Surgi-Care Branch of DJO are responsible for ensuring the safe delivery, stocking, and management of Company product(s) within their assigned territory. This role is also responsible for evaluating and measuring patients for orthotic devices, safely and correctly fitting devices to patients, educating patients and their caregivers on the safe and appropriate use of such devices, and properly documenting the provision of all products and services.

JOB RESPONSIBILITIES

DME Operations

- Appropriately manages assigned territory in order to achieve service goals.
- Processes all orders in a timely and accurate manner.
- Ensures safe and clean transport of equipment and/or supplies to and from the client as required and in accordance with industry standards and applicable governmental regulations.
- Maintains inventory and related documentation for Durable Medical Equipment (DME) consignment locations.
- Provides general customer service to stock-and-bill customers including adjusting par levels, removing discontinued and overstocked product, monitoring product usage, and addressing related customer concerns.
- Performs routine evaluation of customer clinic needs and works with Sales and Inventory Teams to make modifications to improve DME consignment program performance in accordance with Company policy.
- Assists in troubleshooting and resolving issues that arise at consignment locations.
- Performs routine preventative maintenance, cleaning, and simple repairs on equipment as required, and in accordance with Company policies and manufacturer instructions.

Patient Care

- Provides patient care at Company locations, and in physician offices, hospitals, and/or patient homes.
- Evaluates, measures, and fits orthopedic equipment and/or bracing devices for patients of the customer.
- Educates customers and patients on the proper use and care of the Company's orthopedic equipment and/or bracing devices.
- Ensures that the equipment delivered to the patient functioning properly and is consistent with the prescribing physician's order and other identified patient needs, risks, and limitations of which Surgi-Care and DJO are aware.
- Collects copay and deductible amounts from patients.
- Completes all required documentation related to patient fitting and delivery.

Other

- Serves as a liaison between customer and sales.
- Participates in continuing education seminars and refresher product/instrumentation trainings.
- Develops and maintains professional and technical knowledge by staying current on relevant Durable Medical Equipment (DME) and Home Medical Equipment (HME) orthopedic products and services offered by both DJO and Surgi-Care.
- Develops and maintains working knowledge of all applicable government regulations.
- Adheres to all internal Corporate Compliance guidelines, OIG and government healthcare regulations.
- Treats Protected Health Information (PHI) with the strictest confidentiality in accordance with HIPAA standards.
- Other duties as assigned.

QUALIFICATIONS

- High School Diploma or GED required.
- Holds certification with appropriate state regulatory agency preferred. Includes American Board for Certification (ABC) Certified Fitter-orthotics (CFo), Orthotic Fitter, Physical Therapy Certification, Orthopedic Technology Certification, or related.
- Minimum of 2 years of experience with patient care and/or customer service in a hospital, healthcare facility/clinic or office, or as an independent contractor, or related experience required.
- General working knowledge of customer service-related practices required.
- Previous experience or successful completion of factory training for home medical equipment (HME) strongly preferred.
- Working knowledge of Durable Medical Equipment (DME) and orthotic products strongly preferred.
- Previous experience with inventory management programs and/or EMRs strongly preferred.
- Demonstrated experience with the application of soft goods/functional bracing strongly preferred.
- Must satisfy third-party credentialing requirements in order to gain access to hospital accounts.
- Must possess a valid Driver's License and current automobile insurance.
- Assumes on-call responsibilities during non-business hours, in accordance with DJO policies.
- In-home equipment delivery and set up are requirements of this position and candidates should be aware of, as well as comfortable with, this requirement.

TRAVEL

- Required to travel up to 95% of the time, but overnight travel is not required.
- Includes considerable time spent traveling in car to customer accounts as dictated by territory.
- Must be willing to travel to patient homes and various local clinic sites, using own transportation or a company-provided vehicle, upon request as dictated by territory.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Field based (i.e., patient homes, physician's offices, hospitals, clinics, etc.).
- The noise level in the work environment is usually moderate.
- This job involves potential exposure to airborne and bloodborne pathogens.
- Physical Demands: Must frequently lift and/or move up to 60 pounds. Regularly required to stand; walk and talk or hear. Frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. Deskwork requiring sitting, walking, using phone and computer.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.