



## JOB DESCRIPTION

**Job Title:** Sterile Reprocessing Specialist Germany

**Department:** Customer Support

**Reports to:** Sr. Manager Technical Support

### Position's Objective & Summary:

A Sterile Reprocessing Specialist assures the instructions for handling, cleaning and sterilizing of Intuitive instruments, endoscopes and accessories are implemented at customer sites through training, scheduled visits and complaint resolution. This requires expertise in German and International regulations such as KRINKO guidelines or similar. Knowing the reprocessing customs and emerging trends at hospitals' central processing facilities; and understanding how Intuitive products fit in to hospitals' infection control programs are imperative. This person informs design and validation teams of customer needs as they evolve to insure products and instructions are in alignment.

### Roles & Responsibilities:

#### **Main Role**

- Proactively manage a territory of assigned accounts to ensure the effective application of reprocessing and infection control processes specific to Intuitive instruments, endoscopes and accessories
  - Act as the regional expert for all current reprocessing standards and best practices, as they relate to Intuitive products
  - Perform pre and post system installation evaluation and training to the hospitals Central Processing and Nursing staff on proper cleaning and sterilization methods
  - Perform site visits to review customers cleaning and sterilization processes to ensure they are following best practices as outlined in ISI documentation
  - Provide sales support to address any reprocessing related questions
- Quickly respond to all customer complaints, communications or concerns over reprocessing of Intuitive reusable instruments, endoscopes, and accessories
  - Understand and explain reprocessing instructions and validation data
  - Understand all permutations of customer process flow for reprocessing of Intuitive products
  - Diagnose customer issues through rigorous fault tree analysis or similar problem-solving techniques
  - Perform detailed evaluation of each customer complaint and provide solutions with a personal touch
- Reflect knowledge obtained at customer sites to Intuitive Validation Engineers

- Influence product design, development and validation for reprocessing of reusable products
- Maintain thorough knowledge of regulations, standards, and guidance in the area of reprocessing of reusable medical devices
- Travel is expected to be greater than 70%, including some international travel

### **Secondary Roles**

- Provide input and recommendations for other reprocessing issues. For example: design and testing of sterilization trays or evaluation of products intended to clean Intuitive instruments and accessories
- Make recommendations for improvements in reprocessing procedures, including identification of any accessories to facilitate reprocessing of Intuitive instruments, scopes and accessories
- Conduct training sessions at Intuitive training centers and hospitals for reprocessing of our products
- Assist in the development of teaching and training materials
- Perform other duties as assigned

### **Required Knowledge, Skills, and Experience:**

In order to adequately perform the responsibilities of this position the individual must have:

- Certification in Fachkunde I + II , preferred Fachkunde III
- In-depth experience and knowledge (3+ years preferred) of hospital central processing techniques
- Biomedical training, Life Science, or technical equivalent, or nursing degree
- Experience or strong working knowledge of the use and/or reprocessing of complex medical devices such as daVinci instruments, bone shavers, staplers, or similar
- Good mechanical aptitude and problem solving skills
- Outstanding interpersonal skills; outstanding written and verbal communication skills
- Ability to lead through influence, to negotiate effectively, and to manage customer expectations
- Demonstrated ability to work independently as well as in a team
- Highly ethical and energetic character with a desire to help customers
- Fluent in German and English language