



DHT Commercial Manager Spain & Portugal

Reporting

<i>Dept. / Team / Function</i>	Revenue WE
<i>Line reporting</i>	Iberia Country Manager
<i>Location</i>	Home Based (Portugal)

Primary Objective

To support and drive the adoption and utilisation of ResMed's Diagnostics and Digital Health portfolio. Working hand in hand with cross-functional teams including sales, product management, and operations, you will be responsible for providing service pathway and technical consultation to our commercial and clinical teams, and to our existing and prospective customers. You will build an in-depth knowledge and understanding of our customers' services requirements, technical needs, environment, and key stakeholder groups, enabling you to support our Digital Health and Diagnostics solutions.

Job Environment

ResMed is a global leader in the design, manufacture and distribution of innovative products for the diagnosis, treatment and management of sleep and respiratory medicine. The company has experienced sustained and significant growth since inception. One of the principal contributors to this growth is innovation reflected in a commitment to producing world-class product, services and solutions. The global competitive environment is becoming more difficult which is resulting in a greater emphasis on innovation and a cost effective approach to achieving market leadership through technological advances.

Responsibilities and Accountabilities

- Lead consultant on implementation (system installation and configuration) of ResMed diagnostics and connected care solutions.
- Provide technical consultation and education for ResMed products and solutions to customers and internal ResMed teams.
- Utilising ResMed's diagnostics and connected care solutions, support service/process optimisation and change management with our Iberian customers to ensure solution adoption and outcomes success.



- Support the commercial business in achieving sales targets through the successful implementation of ResMed solutions.
- Consistently partner with commercial and clinical teams to execute account business plans.
- Identify customer needs and trends and provides customer and product insights into product management team
- Form successful relationships both internally, collaborating with WE cross-functional teams and externally, with customers, key opinion leaders and industry bodies.
- Establish and reports on key business (solution adoption and support) metrics to the sales and marketing team
- Develop solutions for specific issues and business challenges identified, in house or propose strategic partnerships.
- Identify institutional and technological trends and design the best DHT strategies to take advantage of those trends with ResMed's connected care solutions.
- Provide technical consultation and education about EHDS, Data Security, Uses of Primary and Secondary Digital data to internal and external stake holders.
- Digital Health Evangelist about the strategic value of Digital Health Data.
- Be able to prove the value of digital health data and to support the revenue growth from ResMed's Connected Care Solutions.
- Create communication tools and strategies to promote and highlight the strengths of ResMed's Connect Care Solutions

Position Specific Skills

- Fluent in Portuguese and English with excellent communication skills both written and oral.
- Excellent financial, commercial and organisational skills.
- Highly adaptable to meet the changing needs of the business environment.
- Ability to use initiative to plan and prioritise workload.
- Strong attention to detail.
- Acts professionally and develops productive business relationships with relevant stakeholders.
- Enthusiasm to learn and to be part of a high performing team.
- Determined, results focused, self motivated.



- Excellent computer skills, Microsoft Office (Word, Excel, PowerPoint, Outlook) as a minimum.

Qualifications and Experience

Required

- Experience in the medical device and/or sleep/respiratory industry
- A passion for understanding and learning data, and new technology systems
- University degree in a relevant discipline or equivalent experience
- Experience of Networking and Integration of Hardware and Software Solutions in a hospital environment
- Proven success in growing existing business accounts and relationships providing quantifiable new value within the customer lifecycle
- Experience using Salesforce.com (or equivalent) CRM system

Preferred

- A proven sales track record with experience in the field.
- Background in Sleep Disordered Breathing and ventilation medicine
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Mandatory Skills

- Strong process and project management skillset
- In depth knowledge of Iberian service landscape, funding arrangements, and countries reimbursements.
- Operates in a highly dynamic, changing market/competitive environment.
- Consultative selling approach required (e.g: SPIN selling methodology)
- Being able to leverage both technical, clinical and business skills
- Significant travel within the Iberian region (3 days/week) and sometimes required to work non-core business hours
 - Utilizing CRM system (Salesforce.com) for effective account management and collaboration across the team
- Detail oriented with excellent analytical and problem-solving skills



- Strong business acumen and polished professional interpersonal skills (phone, email, in-person) • Strong coaching abilities to encourage growth and development of team to excel in role and beyond.
- Always learning mentality in order to keep updated on the latest digital health data trends.
- Highly adaptative to the market needs and trends.

Originator	Approved By	Date	Revision No:
		October 1 st , 2024	