Medical/Therapeutic Field Training & Service Representative

Are you looking to play a critical role in improving people’s lives?
Do you want to join a company that is positively changing the drug testing of tomorrow?

Why FFL?
At Forensic Fluids Laboratories Inc., we provide fast, accurate drug testing results using the best technology available, done by professionally trained team members, and backed by expert testimony.

As a Medical/Therapeutic Field Training and Service representative at FFL, you will:
- assist with onboarding and ramping up of new therapeutic accounts partnering with an FFL Representative by following a call plan. These in-person calls may include lab result reviews, training, and answering laboratory and oral fluid questions, supporting Medical practices with excellent medical data.
- create opportunities to increase the volume of patient tests performed by customers. Driving is required.
- coordinate visits to customers for Sales Rep and yourself. May be asked to represent FFL at trade shows and other medical opportunities.
- train new accounts on FFL systems including specimen collection and submission, use of web portal and therapeutic value of oral fluid results.
- complete client onboarding with primary focus on the New Account to Customer conversion process, and the customer retention process.
- support Customer Service during heavy demand periods answering phone calls and emails regarding drug testing results, specimen processing and our drug testing process.
- update and maintain customer files in Salesforce including records of customer inquiries. Always maintain HIPAA compliance.

How will you impact the company?
- You build customer trust and bringing relevant medical value to their therapeutic practices.
- You drive us to reach our sales goals by being accountable for your work.
- You improve our relationships, effectiveness, and retention of our therapeutic customers.
- You build a positive brand for FFL as we expand our markets.
- You create a culture of success, high performance, and happiness.

What valuable experience and skills will you bring to the table?
- You have earned a bachelor’s or master’s degree in pharmacology or toxicology with two (2) to four (4) years proven customer support and/or sales success in a clinical healthcare, medical practice, or related environment, preferred.
- You have a record of building and maintaining customer relationships and training customers on services.
- You possess excellent interpersonal and organizational skills, proactive problem solving, successful planning and prioritizing of projects and tasks, and accuracy in proofreading communications and materials.
- You have knowledge of Microsoft Office and contact management system, Salesforce a plus.
- You have experience in a laboratory/medical environment preferred. Great driving record. HIPAA training.

What do we offer you?
- A competitive salary with comprehensive benefits, including medical, dental, vision, disability, life and 401(k) with company match.
- To be a driver of our vibrant and intentional culture by participating on our Duck Squad.
- The role of a vital participant in our business model run on the EOS (Entrepreneurial Operating System).

Is FFL the place for you? We would love to have you apply via our website at www.forensicfluids.com/careers.