POSITION DESCRIPTION: TECHNICAL SALES CONSULTANT (Upper Limb)

Redefining Prosthetics
Transforming Lives

POSITION DETAILS			
Position Title	Technical Sales Consultant (Upper Limb)	**Location**	USA
Reports To	Commercial Director – Americas	**Major Relationships**	Senior leadership team, Customer Service team, Quality team, Distributors, Prosthetists (CPOs), Occupational and Physical Therapists, Clinics
Direct Reports	NIL	**Date**	July 2026

COMPANY MISSION	
Mission	To instil confidence through innovation, enabling others to unlock life's full potential.

COMPANY VALUES	
Excellence	We have passion for our progress
Courage	Owning our beliefs and actions takes courage
Collaboration	Our success comes from team effort
Care	We foster a culture of kindness and responsibility

POSITION PURPOSE

The Upper Limb Technical Sales Consultant is the face of TASKA in the Americas and the most commercially important role in the business — accountable for both new customer acquisition and the retention of existing customers through the strength of the relationships they build.

The role drives revenue growth, competitive conversion and adoption of TASKA products across an assigned territory. It is a field-based role requiring significant interstate travel to work face to face with a geographically dispersed customer base of prosthetists (CPOs), occupational and physical therapists, clinic owners and distributors.

Success depends on tailoring the approach to each customer — from clinicians fitting their first upper limb device, who need hands-on practical support, through to experienced practitioners who want a trusted source of the latest published evidence, changes in technique and new technology. In every case the goal is the same: to be the partner clinicians turn to when a TASKA solution is the right answer for their patient.

MAIN ACCOUNTABILITIES		
Quality	**Maintains a high level of product, industry and market expertise**	• Maintains deep, current knowledge of TASKA products, technologies and systems, and of the wider upper limb field — including the latest published clinical evidence, changes in technique and new technology releases. • Ensures customer activities are conducted in accordance with quality and regulatory requirements. • Accurately documents customer inquiries, complaints and field feedback. • Provides structured market intelligence to support product development and strategic planning. • Supports product evaluations and field trials as required.
People	**Builds collaborative relationships that support shared business objectives**	• Builds and maintains effective working relationships across USA TASKA team, CLT, OLT, Support and Quality. • Collaborates with colleagues in the USA and globally to ensure a consistent customer experience and exchange of market insights. • Puts the customer at the centre of everything the role does, earning industry-leading respect by being responsive, reliable and easy to deal with. • Acts as a positive ambassador for TASKA and demonstrates the company's values. • Supports distributor capability development and product knowledge.

POSITION DESCRIPTION: TECHNICAL SALES CONSULTANT (Upper Limb)

Redefining Prosthetics
Transforming Lives

Customer	**Drives customer acquisition, retention, engagement and revenue growth**	• Develops and executes territory plans aligned with growth objectives. • Identifies customer needs, market opportunities, and emerging industry trends within the region. • Tailors the approach to each customer, from clinicians new to upper limb who need hands-on practical support, through to experienced practitioners who need a trusted source of the latest evidence, technique and technology. • Conducts product demonstrations, workshops and customer presentations. • Builds trusted relationships across the full decision-making group, including clinicians, clinic owners, therapists and practice administrators. • Challenges customers respectfully, using published evidence and clinical insight to shift thinking, earn credibility and build a genuine partnership with the CPO. • Recommends TASKA solutions where they best suit the patient's needs, protecting clinical credibility and long-term customer trust. • Supports customer onboarding and successful implementation of TASKA products. • Represents TASKA at conferences, trade shows and industry events. • Partners with CPOs to support complex clinical opportunities and customer requirements.
Finance	**Contributes to regional growth and commercial success**	• Supports the Commercial Director with sales planning and forecasting. • Achieves annual unit and revenue growth targets. • Maintains accurate CRM data, forecasts and customer activity records. • Grows product utilization within existing accounts and protects revenue through strong customer retention. • Manages travel, territory expenditure and company resources responsibly and in accordance with company policy.

CORE BEHAVIOURS	
Customer Focus	• Builds trusted relationships through responsive, professional, and proactive service. • Demonstrates a genuine commitment to understanding customer needs. • Responds proactively and professionally to customer enquiries and concerns. • Acts as a trusted partner who consistently delivers commitments. • Anticipates customer challenges and identifies solutions before issues arise.
Communication & Influence	• Communicates technical information clearly and confidently to a variety of audiences. • Presents ideas clearly an persuasively to diverse audiences. • Builds credibility through knowledge, professionalism and preparation. • Delivers engaging training, presentations and educational content. • Effectively adapts communication style to effectively support customers, distributors and colleagues.
Technical Excellence	• Demonstrates strong product knowledge and a commitment to continuous learning. • Provides accurate, timely, and effective technical support and guidance. • Maintains a high standard of professionalism, quality, and attention to detail.
Initiative & Accountability	• Takes ownership of responsibilities and follows through on commitments. • Identifies opportunities to improve customer experience, processes, and business performance. • Demonstrates self-motivation and a strong sense of personal responsibility.

POSITION DESCRIPTION: TECHNICAL SALES CONSULTANT (Upper Limb)

Redefining Prosthetics
Transforming Lives

	• Manages priorities effectively and works independently with minimal supervision. • Learns from setbacks and remains focused on achieving objectives.
Adaptability	• Responds positively to changing customer, market and business needs. • Embraces new technologies, products and ways of working. • Remains resilient and solutions-focused when faced with challenges. • Maintains effectiveness while managing competing priorities. • Remains resilient and solutions-focused under pressure.
Commercial Acumen	• Understands the commercial objectives of the business and aligns activities accordingly. • Identifies opportunities to grow customer engagement, product adoption and market presence. • Uses customer insights and market intelligence to support informed business decisions. • Balances customer needs with business priorities to deliver sustainable outcomes.

SKILLS, QUALIFICATIONS AND EXPERIENCE	
Qualifications	Tertiary degree in Biomedical Engineering, Mechanical Engineering, Health Sciences, Rehabilitation Sciences, Kinesiology, Exercise Science, a related discipline or proven field experience. Experience or education related to prosthetics, orthotics, rehabilitation, biomechanics or medical technology is preferred. Experience working within a regulated medical device environment.
Experience	3-5 years of experience in either medical devices, prosthetics, rehabilitation technology, healthcare technology, clinical education or technical sales support. Experience delivering customer training programs or technical education. Experience providing technical product support to customers. Experience managing customer relationships and working directly with healthcare professionals. Experience gathering and communicating customer feedback and market intelligence. Demonstrated record of achieving or exceeding growth or sales targets in a field-based role.
Skills	Strong technical aptitude with the ability to understand and explain complex products and technologies. Excellent presentation, facilitation and training delivery skills. Strong customer relationship management and stakeholder engagement capability. Effective written and verbal communication skills. Ability to troubleshoot and resolve technical issues in a practical and timely manner. Commercial awareness and the ability to identify customer needs and growth opportunities. Strong planning, organizational and time management skills. Ability to analyze information and provide meaningful market and customer insights. Ability to work independently while collaborating effectively within a global team. High emotional intelligence, with the ability to build rapport quickly, read the room and leave a strong first impression. Willing and able to travel extensively across a large, geographically dispersed territory, including regular overnight and multi-day trips.