



Job Title: CeQur Cares Clinical Specialist

Department: Customer Operations

Reports To: Director of Customer Operations

CeQur® Corporation develops and commercializes a discrete, simple-to-use and wearable insulin delivery device that easily integrates into patients' daily lives. CeQur Simplicity™ is a 3 Day Insulin Patch designed to reduce the barriers and challenges of multiple daily injections to enable people with diabetes to achieve glycemic targets. CeQur Simplicity™ is FDA cleared and CE marked.

At CeQur, we aim to provide solutions to people with diabetes that are profoundly simple and clinically effective. We are gaining tremendous momentum already, recently closed a very significant series C5 round of \$115M, and have built a leadership team and board that comprises of accomplished and respected industry experts. We are looking for like-minded A+ team players to join our team to help make a difference and build a legacy while driving penetration of our therapies. CeQur values a collaborative and creative mindset, where each team member is encouraged to contribute to our processes, decisions, planning and company culture.

Position Overview:

The CeQur Cares™ Clinical Specialist is responsible for virtual training and product support. Clinical Specialists collaborate closely with our CeQur Cares Advocates and Territory Managers to provide virtual training and product education on CeQur Simplicity™ mealtime insulin patch. The Clinical Specialist will utilize their clinical expertise to provide virtual training, product support, and continuing education directly to our patients, healthcare providers, and their staff on the clinical use of CeQur Simplicity On-Demand Insulin Delivery System. This is a key role in the organization that requires a broad knowledge base about diabetes, medical device, and customer experience. You will rely on your expertise often to navigate patients through the journey from virtual training and ongoing product support with empathy and understanding of what it means to live with diabetes. Throughout the navigation process, you will draw on your excellent communication skills with patience and empathy to connect with the patients and ensure an unparalleled customer experience.

This role is an essential part of the CeQur Cares team and will work cross-functionally with other CeQur team members, patients, and healthcare providers. The role will be fully remote with minimal travel required for business meetings and healthcare provider trainings.

Responsibilities:

- Schedules and conducts patch training, patch changes, and product support calls for patients and healthcare professionals to familiarize themselves with our CeQur Simplicity product.
- Act as a product subject matter expert for CeQur Simplicity to address customer concerns and questions about the product with the ultimate goal of retaining patients once on product.
- Document all interactions and calls into the internal database and maintain compliance with HIPAA and privacy regulations along with regulatory, legal, and safety requirements.



- Establishes and maintains excellent professional relationships with patients, territory managers, CeQur Cares Advocates, and healthcare professionals to support the overall mission of CeQur.
- Provide support and direction while resolving customer service issues in a timely and empathetic manner.
- Communicate effectively with customer contacts requiring a deeper knowledge, assessment and understanding of clinical related issues including medical event occurrences and ongoing product questions
- Ensure customer satisfaction and manage flow of escalated issues in a timely manner
- Conducts product support follow up calls to help address specific customer needs and ensure customer satisfaction.
- Interacts with Senior Clinical Manager for guidance, expertise on our product, technical support, and training issues.
- Work as part of the larger support team, collaborating with other departments to ensure proactive, superior front-line customer experience and support.
- Maintains all assigned company property, records, and clinical demonstration tools in a manner consistent with company policies.
- Confirms completion of required training before assuming job responsibilities.
- Contributes to meeting or exceeding individual goals of timeliness of outstanding tasks, customer satisfaction, and retention rates
- Provide frequent feedback and suggestions to support an environment of continuous process improvement.
- Completes other assignments as directed by Director of Customer Operations.

Skills/Competencies:

- Excellent communication skills regarding diabetes management.
- Ability to build effective relationships with patients, health care professionals, and the internal CeQur team.
- Demonstrated ability to effectively communicate as a clinical resource for patients, HCPs, and the CeQur sales team according to company protocols and requirements.
- Demonstrated ability to coach patients on a one-on-one basis to conduct training, answer questions and resolve product-related issues.
- Demonstrated ability to effectively communicate with customers to resolve issues and answer questions while maintaining an empathetic approach.
- Skilled at presenting educational material in a clear, concise manner to various audiences.
- Skilled at contributing consistently to team initiatives in a thorough and timely manner.
- Able to react to changing situations calmly and confidently.
- Proficient in Microsoft Office Suite, Zoom, and other virtual avenues to conduct training
- Ability to anticipate customer needs and use best judgment in conversations, while identifying and escalating issues requiring management support
- Excellent oral and written communication skills

Minimum experience/skills:

- 2 years of clinical diabetes experience conducting diabetes training to patients and health care professionals.



- Prior industry experience strongly preferred
- Experience providing assistance and trouble shooting via phone and virtual platforms preferred
- Exceptional customer service skills
- Prior experience in call center environment preferred

Education and Experience:

- RN, RD, or RPh or equivalent combination of education and applicable job experience.
- Maintenance of registration and licensure through clinical education.
- Advanced diabetes education professional credential: Certified Diabetes Care and Education Specialist (CDCES) or BC-ADM (Board Certified, Advanced Diabetes Management), or be eligible for either.
- Bilingual Spanish preferred.

Requirements:

- Requires sitting and standing associated with a normal office environment.
- Manual dexterity is needed for using a calculator and computer keyboard.
- Light lifting may be required