



Job Title: CeQur Cares™ Customer Advocate

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™ Customer Advocate is the primary point of contact for customers who are seeking knowledge of the CeQur Simplicity product, access to the product or seeking benefit coverage information. This is a key role in the organization that requires a broad range of knowledge in healthcare and healthcare reimbursement, diabetes, medical device and customer experience that you will rely on often to navigate customers through the journey from intake and onboarding, training, ongoing 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 customer and work across Physicians, Health Plans, Pharmacies, PBMs, Specialty Pharmacies and other entities and ensure an unparalleled customer experience. The ideal candidate will demonstrate the ability to work effectively in a key cross-functional role with internal and external stakeholders and partner with Territory Managers and the Clinical team. This role will be remote with minimal travel for business meetings and training.

Responsibilities:

- Work one-on-one with customers and Territory Managers throughout the access and benefit coverage request and prior authorization process until outcome has been made and product is delivered, keeping the customer and CeQur team members informed throughout the journey
- Collaborate with Territory Managers, field sales team and internal team members to provide the best customer experience possible
- Use dynamic communication skills to identify and guide the customer through challenges and barriers while utilizing objection handling techniques to communicate with the customer
- Act as a product subject matter expert for CeQur Simplicity to address customer concerns and questions about the product



- Act as a liaison and facilitate resolution within other areas of the journey including but not limited to: product refills, product support and virtual training.
- Meet or exceed individual and shared goals of: Quality scores, timeliness of outstanding tasks, customer satisfaction scores and retention rate goal
- Responsible for maintaining satisfactory call quality and outbound call volume
- Provide support and direction while resolving customer service issues in a timely and empathetic manner
- Work as part of the larger support team, collaborating with other departments to ensure proactive, superior front-line customer experience and support
- Document all interactions and calls into the customer database, maintain compliance to HIPAA and other regulating bodies as required
- Provide frequent feedback and suggestions to support an environment of continuous process improvement

Education and Experience:

- Bachelor's Degree
- Minimum 2 years in a healthcare related contact center, reimbursement, medical device or Diabetes related experience
- 1-3 years' sales experience preferably in medical device, pharmaceutical, healthcare or consumer product related field
- Call center/customer service experience required. This position has a call queue participation requirement
- Experience with pharmacy and employer level benefits, prior authorization and appeals is preferred
- Extensive knowledge and experience with supporting customers with diabetes is preferred
- 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

Skills/Competencies:

- Knowledge and understanding of the managed care industry is preferred
- Knowledge of and experience supporting patients with diabetes is preferred
- Pipeline Management: Ability to effectively manage a sales pipeline to move leads through a short-term sales cycle with speed, precision and transparency to other team members

Physical Requirements:

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

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.