



Job Title: CeQur Cares™ Customer Experience Advocate

Department: CeQur Cares

Reports To: CeQur Cares Manager

CeQur® Corporation develops and commercializes a convenient, discrete, and simple-to-use wearable insulin delivery device that easily integrates into patients' daily lives. CeQur Simplicity™ is an Insulin Patch designed to revolutionize insulin delivery and simplify the lives of people with diabetes by providing injection free dosing. CeQur Simplicity™ is FDA cleared.

At CeQur, we aim to provide solutions for people with diabetes that are profoundly simple and clinically effective. We are gaining tremendous momentum already 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 Customer Experience Advocate ensures product performance, patient safety, and regulatory compliance through comprehensive troubleshooting, replacement coordination, and FDA documentation. This role works closely with the CeQur Quality department to maintain safety standards, ensure accurate reporting, and drive continuous improvement in product reliability and patient experience. The Customer Experience Team will work closely with the Clinical Team and escalate patient concerns as needed. Collaboration with the Inside Sales Advocate team will be ongoing to ensure a seamless patient experience. The Customer Experience Advocate works to ensure patients stay persistent on product, which ensures ongoing prescription refills. This role will be remote with minimal travel for business meetings and training.

Responsibilities:

- Answer all inbound patient calls and messages related to patch performance or product concerns
- Complete troubleshooting, documentation, and FDA reporting for device complaints
- Coordinate product replacements or clinical follow-up as needed to ensure continuity of prescribed regimen
- Partner with the Clinical Diabetes Specialist team for clinical validation and patient safety
- Identify and escalate recurring product or safety trends to leadership and Quality Management for review
- Maintain all reports and communications within Salesforce for traceability and compliance

Education and Experience Minimum Requirements:

- Bachelor's Degree
- 2 years in a healthcare related contact center, reimbursement, medical device or Diabetes related experience

CeQur Corporation • 355 S Main St, 1st and 2nd Floor • Greenville, SC 29601
www.mycequarsimplicity.com • Email: info@ceQur.com



- 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
- Willingness to work in a fast-paced and growth-oriented environment
- Excellent oral and written communication skills

Preferred Skills and Competencies:

- Knowledge and understanding of the managed care industry
- Knowledge of and experience supporting patients with diabetes
- Retention Management: Ability to effectively manage a retention pipeline to ensure customers successfully stay on product
- Knowledge of FDA regulatory compliance that requires comprehensive troubleshooting and product replacement coordination

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