



Job Title: Clinical Diabetes Specialist (Virtual Base)

Department: Clinical Education

Reports To: Director of CeQur Cares and Clinical Education

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 a 4 Day 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 Clinical Diabetes Specialist is responsible for virtual training and product support. Clinical Diabetes Specialists collaborate closely with our CeQur Cares Advocates and Territory Managers to provide virtual training, product education, and retention follow up 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 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.
- 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
- 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.
- Contributes to meeting or exceeding individual goals of timeliness of outstanding tasks, customer satisfaction, and retention rates
- Trains, Certifies and Collaborates with CPTs to provide CeQur updates and be a clinical resource.
- Completes other assignments as directed by Director of CeQur Cares and Clinical Education

Preferred Skills and Competencies:

- Excellent communication skills regarding diabetes management.
- Ability to build effective relationships with patients, HCP, 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 all in a calm and confident manner.
- 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.
- Proficient in Microsoft Office Suite, Zoom, and other virtual avenues to conduct training
- Excellent oral and written communication skills

Education and Experience Minimum Requirements:

- Bachelor's degree and a minimum of 2 years' experience training in a clinical setting or managing patients.
- Professional up to date credentials are mandatory: Certified Diabetes Educator (CDCES), Registered Dietitian (RD), or Registered Nurse (RN).
- Prior industry experience strongly preferred
- Experience providing assistance and troubleshooting via phone and virtual platforms preferred
- Bilingual Spanish preferred.
- Current state licensure per individual state.

Physical 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

